



Service delivery and research

Service delivery

We work to ensure that Guide Dogs' services are relevant and of a high quality that best meets the need of customers, putting the customer at the centre of what we do. We provide our services in line with the relevant professional and regulatory standards and codes of practice.

Ethical training of guide dogs

Guide Dogs has an ethical training standard in place to support the ethical training and handling of Guide Dog's stock via Guide Dogs staff, volunteers, service users and any external consultants. The standard outlines the expected standard of delivery and explains our use of modern training and behaviour modification practices that are supported by current scientific evidence. The application of this standard ensures the mental and physical well-being of Guide Dogs stock. Further details available on request.

Confidentiality

Guide Dogs works in accordance with the General Data Protection Regulations. Service user information provided in confidence is not used or disclosed in a form that might identify an individual without his/her consent, unless required to provide by law.

Find out more about how we use and manage your data:

[> View Privacy Statement](#)

Research

Guide Dogs has a Research Ethics Committee in place. The purpose of the committee is to ensure that all research undertaken in-house by Guide Dogs, is carried out to the highest ethical standards and protects the rights, dignity and autonomy of research participants. We do not fund or undertake invasive testing on animals.

Occasionally non-scientific research (e.g. fundraising, communications, campaigns) will be channelled via the Ethics Committee to ensure the research is delivered within an ethical framework.

Find out more about the research we undertake:

[> View Research](#)

Animal welfare

We manage dog care and welfare as an integral part of our charity, staff comply with the dog care and welfare policy which is in line with the Animal Welfare Act 2006 and the Five Freedoms' Farm Animal Welfare Council (FAWC 1983). This policy includes the transport of dogs.

We do not do any invasive tests for research purposes on our dogs or any other animals.

Complaints

We value feedback and we learn important lessons from it which helps us improve our services.

We promise to respond to all complaints in a professional, consistent and transparent manner, and aim to resolve them as quickly as possible.

We have a formal complaints process in place with a Customer Feedback and Complaints guide: 'your right to be heard' to support the process.

We will deal with all fundraising complaints in line with the process of the Fundraising Regulator.

Find out more about our complaints process:

[!\[\]\(6059a5aa8b4ca7bb793408023d6c6e42_img.jpg\) **View Complaints Process**](#)