



## Receiving communications about a dog entering training

- **Within 4 weeks of the dog entering training:** Training staff will confirm the Puppy Raiser's communication preferences i.e., phone call, text message or email or letter.
- **Within 2 days of entering 'big school':** The Puppy Raiser will receive a call from our technical team (i.e. a staff member with responsibility for the dogs training or wellbeing).
- **Within 10 days:** The Puppy Raiser will receive a Thank You letter, certificate and an 'I've Arrived' photo card of the dog once they've settled in.
- **Every 4 weeks until the end of the dog's training:** The Puppy Raiser receive updates on your dog's progress as agreed with our technical team. These updates can take different formats such as phone calls, emails, letters, text, video, photographs, etc.
- **During training:** Our technical team will arrange for the Puppy Raiser to have an in-person catch up and cuddle with your dog. Fosterers will receive regular contact and updates from the training staff involved with the dog.
- **Dog is matched:** Our technical team will update the Puppy Raiser and the Fosterer when your dog has been matched and a date has been agreed for partnership training.
- **End of training:** The Fosterer will receive a Thank You letter and certificate of the dog.
- **Within 10 days of the partnership qualifying:** A member of our technical team (usually the Guide Dog Mobility Specialist) will contact the Puppy Raiser and Fosterer and send a letter confirming the dog's qualification!
- **Within 12 weeks of the partnership qualification or withdrawal of the dog:** Puppy Raisers and Fosterers will receive a formal photograph of the dog (either digitally or framed as per requested preferences).

We also think you should know whenever there's any significant changes in your dog's development and training. If this happens, someone from our technical team will let you know.

For puppies that are withdrawn in Puppy Raising, a Thank you Certificate and letter will be sent to the Puppy Raiser. For dogs that are withdrawn in training, a Thank you Certificate and letter will be sent to the Puppy Raiser and Fosterer.

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