



Routine communications to volunteers FAQ's

Below you will find a selection of frequently asked questions about the routine communications to volunteers in dog related roles. If these do not answer your questions or you would like to know more, please speak to Guide Line on 0800 781 1444, or your volunteer manager.

I am an existing fosterer or puppy raiser, is there anything I need to do?

No. If you are a current volunteer fosterer or puppy raiser, there is no action for you to take. You will begin to see us communicating more effectively with you moving forwards.

I have previously raised a puppy and would like to know where they are now?

If you have previously cared for one of our dogs and would like to know where they are in their journey now, please contact Guide Line on 0800 781 1444. They will request that a member of the local team calls you back with an update on the dog you raised.

Please be aware that we cannot share personal contact details of any service users or volunteers, however we will let you know that the dog is safe and what stage in their life-changing journey they are at.

What if I don't want to receive updates about my dog after it has left?

If you'd prefer not to hear how a dog you've help raise is progressing, that's ok too. Simply contact your volunteer manager who will update your preferences.



How do I update my contact details?

To update your contact details or make amendments to your communication preferences, please contact the Volunteering Office, 0345 143 0191 or volunteering@guidedogs.org.uk.

Will I be told what happens if my dog is withdrawn from training or rehomed?

If the dog wasn't destined to progress to becoming a guide dog, you will be made aware by your volunteer manager. The dog may be destined to help change as life as a buddy dog or be ready to be rehomed. In both cases your volunteer manager will be in touch.

What if I have additional questions?

If your questions have not been answered above, you can speak to your volunteer manager or call Guide Line on 0800 781 1444.

Please bear with us whilst we roll out these new ways of communicating with you over the coming months.

Document ends.