



Global Federation of Animal Sanctuaries (GFAS) Policy on Complaint Procedure

Complaints regarding a GFAS Accredited or Verified sanctuary can be submitted using our online Concern Form, available on the GFAS website. Complaints can also be communicated to GFAS by telephone, mail, email, or in person. If we receive your complaint verbally, we may ask you to enter your complaint into our online form or otherwise in writing.

When taking a complaint, we will record your name and contact details. We will also record all details of your complaint including the facts and the cause(s) of your complaint. GFAS will not act on an anonymous complaint that it receives about a sanctuary, but will endeavor to keep the source of the complaint anonymous, to the extent possible.

When GFAS receives a complaint about a currently Accredited or Verified sanctuary, it may notify the sanctuary of the basis of the complaint and give the sanctuary the opportunity to address the allegations within a set amount of time (which will vary based on the severity of the allegations and the urgency with which they need to be addressed). GFAS may, at its discretion, determine the need for an interim inspection of the sanctuary facility, which may or may not be announced in advance. It may also, as part of its analysis, contact other individuals who have information about the allegations.

If, after analyzing a complaint, GFAS determines that the sanctuary is in noncompliance with one or more GFAS Standards of Excellence, it will determine the extent and type of corrective action to be taken. Corrective actions may include, but are not limited to, the creation of a plan outlining how the sanctuary will take action to correct the noncompliance; review of noncompliance by the GFAS Accreditation Committee; temporary suspension of Accredited or Verified status; and/or revocation of Accredited or Verified status.

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