

In order to receive an outcome to a reported incident, the following information must be provided when the original call is made to The RSPCA's 24hr Cruelty & Advice line - 0300 1234 999:

- Full Name
- Full Validated Address
- Contact number/s

It is unlikely that the original caller will be given an outcome until all enquiries have been completed, and this may take some time if an incident becomes a case.

The Inspector will attempt to contact the original caller on three occasions by telephone; if unsuccessful the Chief Inspector will then write to the caller.

If full contact details are not provided during the original call, the RSPCA cannot guarantee that details of the outcome will be issued. This is because we cannot verify that details of the incident and any subsequent request for an outcome are being made by the same person.