



SUFFOLK HORSE SOCIETY

The Breed Society of the Suffolk Horse

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Base Business Park, Rendlesham,
Suffolk IP12 2TZ
Tel: 01394 380643

www.suffolkhorsesociety.org.uk

Email: sec@suffolkhorsesociety.org.uk

Addendum 22a

The Suffolk Horse Society registration, and the issue of ongoing management of horse passports, complaints and appeals procedure 2021

The Suffolk Horse Society manages its Stud Book to protect and promote the breeding of registered Suffolk Horses throughout the world.

It is also a passport issuing organisation recognised by DEFRA. We work hard to provide a service to our members, breeders and owners and the public, but occasionally you may think that we have got something wrong, and we want to be able to deal with any complaint as quickly as possible to resolve issues. This document provides information about how we will consider any complaints made in relation to registrations and the issue and ongoing management of passports.

Registration of Suffolk Horses into the Stud Book is regulated by 96/78/EEC, and policies are set out of the Society's Rules and the Conditions of Registration, and in the most recent volume of the published Stud Book.

The current passport legislation is 504/2008 and the 2009 Horse Passports (England) Regulations.

By signing the registration application form you are confirming that you abide by the terms and conditions set out in that document.

Please ensure that you are familiar with all the above documents.

What is a complaint?

A complaint is an expression of dissatisfaction or concern made in writing by letter or email, relating to the Society's actions, inaction or standard of service in connection with the registration of horses and the issue and ongoing management of passports. This is not to be confused with a complaint to the Society about another member. The rules for such complaints are dealt with separately.

In the event of a complaint about the Society's actions, inaction or standard of service in connection with the registration of horses and the issue and ongoing management of passports an initial approach may be made verbally, in person or by telephone, but to be processed further it must be followed up in writing.

Your name and contact details must be included. The Society does not act on anonymous letters.

You cannot complain if you :

- Are making an initial request for a services;
- Have failed to meet required deadlines;
- Have failed to supply all required information;
- Have failed to pay all required fees.

You cannot complain about loss or delay caused by the actions or inactions of third parties beyond the control of the Society. Examples would be (but are not limited to) industrial action, or loss of items in the post caused by your failure to use Recorded Delivery as recommended by the Society.

Time Limits

You are strongly advised to inspect your passports carefully and immediately on receipt. Any complaint must be timely, and normally the Society will not be able to consider as a complaint a problem that occurred more than six months ago. If we are to consider matters which are raised after that time, complainants will need to provide a strong reason for why the issue was not raised earlier.

Investigation

- The Society will acknowledge receipt of a complaint within Five days.
- You will be advised at the time of the date of the next meeting of Council, where the complaint will be dealt with.
- Following that meeting, you will receive written confirmation of the decision.
- If the Society is at fault we will apologise, explain how the problem occurred and what we are doing to prevent it happening again. The complaint will be recorded and appropriate records will be kept on file.

Appeals

If you are not satisfied with the decision you have the right to make an appeal to the Council. This appeal must be made in writing, and confirmation of receipt will be acknowledged by return.

Suffolk Horse Society Contact

Please address your complaint 'For the Attention of the Chairman of the Suffolk Horse Society' and send to:

Suffolk Horse Society
Suite 8, Britannia House
Base Business Park
Rendlesham
Suffolk
IP12 2TZ

Tel: 01394 380643

Email: Chairman@suffolkhorsesociety.org.uk