



SUFFOLK HORSE SOCIETY

The Breed Society of the Suffolk Horse

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Suffolk Horse Society

Complaints Procedure

What is a complaint?

It is any expression of dissatisfaction or concern with something the Suffolk Horse Society has or has not done.

What a complaint is not - A complaint is not an initial request for a service; an appeal or challenge against a properly made decision of the Society; a means to seek change to a properly made policy decision by the Society; an employment issue, nor a means for a group or an individual to promote a cause.

Frivolous or vexatious complaints

The Suffolk Horse Society reserves the right not to investigate complaints:

- a. of a frivolous nature
- b. when unreasonable demands are made, for example through the amount of information sought or correspondence generated.
- c. which do not identify precise issues,
- d. which changes the nature of a previously submitted complaint during the investigation,
- e. which demand a response to an existing complaint before the timelines have expired.

How should I submit a complaint?

All complaints should be submitted by email or in writing to the Chairman of Council.
Chairman@suffolkhorsesociety.org.uk

Any complaint must state clearly and precisely what the matter complained about is.

The Chairman and officers will determine how the matter is to be investigated and make the final decision.

If the complaint concerns the Chairman, it should be submitted to the Vice Chairman.

Info@suffolkhorsesociety.org.uk

Time Limits

The Suffolk Horse Society will not normally consider an issue that occurred more than 6 months beforehand.

If we are to consider matters which are raised after that time, you will need to provide strong reasons for why the issue was not raised earlier.

Timescales

All complaints will be acknowledged within 5 working days of receipt. The complaint will then be investigated, and we will endeavour to provide a full response within 20 working days from acknowledgment of complaint.

If we need longer to investigate the issue, because of staff absences for example, you will be notified and told the date by which you will receive a response.

Review of the decision

In the event that you are unhappy with the response to the complaint then you can request that the issue is considered by the full Council of Suffolk Horse Society, The Council of Suffolk Horse Society shall then consider the complaint and the response given to it and the Chairman shall revert to the complainant in due course and in any event within 20 working days after the date of the next applicable Council Meeting.

Any decision by the Council of Suffolk Horse Society shall be final.

Record Keeping

The Society will maintain a record of all complaints and outcomes which will be reported on a regular basis at Council meetings..