

Dispute, Complaint and Appeals Policy and Procedure

What is a complaint?

A complaint is a concern raised about a service provided by the BHS with regard to Governing Body Endorsements. All complaints are logged, monitored and investigated internally. You can be assured we will handle any complaint confidentially and sensitively.

We endeavour to offer a high quality service to all. We look upon any complaint as an opportunity to learn, adapt and improve our services. We aim to handle complaints from customers and other stakeholders in a timely, effective and consistent manner.

How to submit a complaint

If you feel there are grounds for a complaint we request you write to us within 28 working days of the date of the written decision being issued. Please submit your complaint in writing to: The British Horse Society

Abbey Park
Stareton
Kenilworth
Warwickshire
CV8 2XZ

or email chris.doran@bhs.org.uk

Although we welcome any feedback verbally we regret we cannot accept a formal complaint by telephone.

When submitting a complaint, please ensure you include the following details:

1. Include relevant details such as date and names (if known) of any individuals involved
2. Tier 2 or Tier 5 Sponsor details
3. Your contact details. Please note if we need to contact you this will be during normal office hours

We aim to acknowledge receipt of your complaint within seven working days.

How your complaint will be investigated

Your complaint will be investigated internally, contacting all relevant parties.

On conclusion of our investigation all parties will be informed in writing of the outcome. We aim to complete this process within 28 days of receipt of your complaint. Reasonable steps will be undertaken to rectify any faults identified during the investigation.

What is an appeal?

An appeal may be lodged when an individual feels that BHS policies and procedures were not adhered to with regards to decisions made in respect of a Governing Body Endorsement.

All appeals are logged, monitored and investigated internally. We will handle any appeal confidentially and sensitively.

You may wish to make an appeal against a decision made by the BHS if you feel that BHS policies and procedures were not adhered to due to one or more of the following reasons:

1. You believe you were discriminated against on the grounds of your age/race/gender/gender reassignment/disability/pregnancy/religion or beliefs/sexual orientation/marriage or civil partnership;
2. The manner in which investigations were conducted was unfair in comparison to other parties;
3. The outcome was inconsistent with the requirements set out in the relevant document (for example, you believe you were asked to answer questions or provide evidence not relating to the requirements);

How to submit an appeal

If you wish to appeal we request you complete an appeals form and send this along with an appeals fee of £100 to the BHS within 28 days of the date of the written decision being issued. Although we welcome any feedback verbally we regret we cannot accept an appeal by telephone. We aim to acknowledge receipt of your appeal within seven working days.

How your appeal is investigated

Your appeal will be investigated by an Appeals Panel who will contact all relevant parties. Upon receipt, the evidence is subject to a thorough evaluation. As part of this process a migrants name may be disclosed, confidentially, to the appeals panel or person/s concerned and to any other relevant third parties in order for us to complete a full investigation.

Recommendations from the investigation will be communicated to the Endorsement Co-ordinator.

Should the appeal conclude that there has been a breach of our policies and procedures the appeal will be upheld and reasonable steps will be undertaken to rectify faults. Conclusions and corrective actions will be communicated across relevant BEF Member Bodies in an attempt to prevent reoccurrence. The appeal fee will be refunded in full when an appeal is upheld.

On conclusion of our investigation all parties will be informed in writing of the outcome. We aim to complete this process within 28 days of receipt of your appeal.