

Complaints Procedure

Complaints regarding a BHS Approved Centre are rare; however they do occur from time to time. It is strongly recommended that each centre has their own complaints procedure which is readily available. A template for use by the centre is included in this procedure.

Whilst the majority of complaints are made through genuine concern there are an unfortunate number which are malicious and are intended to harm the reputation of the centre. If a complaint is found to be malicious the complainant may be found liable for the cost of the inspection and the travel expenses incurred. As a charity our resources are crucial to our work and we would ask that you do not use the complaints procedure unnecessarily.

Many issues can be quite easily resolved by better understanding and communication between the client and the proprietor or centre manager and this should be the first option for any complaint. The following types of complaint should be brought to the attention of the centre and resolved by them;

- Disputes between livery clients
- Issues regarding the availability of facilities including turnout
- Provision of bedding, forage and feed
- Routine maintenance of arenas, grazing and fencing
- Allocation of horses or instructors to clients for riding lessons
- Financial issues such as the sale of a horse

The BHS will investigate serious complaints including;

- Health and Safety concerns
- Horse welfare concerns
- Customer care
- Quality of instruction
- Safeguarding issues

The following procedure will be followed by the BHS when investigating a complaint;

- Complaints may be received from a number of sources including clients and staff of the approved centre, members of the public, BHS staff and volunteers
- Anonymous complaints will not be considered and all complainants will be asked to give their contact details and to put their complaint in writing
- When a complaint is received the proprietor or centre manager will be contacted by a member of BHS staff and the details of the complaint discussed
- Where appropriate a BHS inspector or member of staff will visit the centre to carry out a thorough investigation and produce a written report
- If a complaint against a centre is being investigated by the Police or as part of a legal investigation the BHS may be unable to complete their own report until the investigations have been completed
- Whilst the name of the complainant may be kept confidential, if appropriate, this cannot always be guaranteed as, by the very nature of the investigation, the proprietor or centre manager may deduce the name of the complainant
- Following the investigation the centre may be tasked with carrying out remedial action or putting procedures in place to prevent a similar recurrence. The complainant will also be contacted and provided with a summary of the findings of the investigation and what actions will be taken
- A complaint made against a centre may be unfounded, in these circumstances the complainant will be made aware of the situation and that no further action will be taken

Approved Centre Scheme

The
British
Horse
Society

Complaint Form Reporting a Complaint to an Approved Centre

Name:

Address:

Daytime Telephone Number:

Email:

Name of Horse if Livery Client:

Date of incident:

Details of Complaint:

For Office Use Only

Date Received:

Investigated by:

Resolution agreed:

Approved Centre Scheme

The
British
Horse
Society

Complaint Form Reporting a Complaint to the BHS

Name:

Address:

Daytime Telephone Number:

Email:

Date of incident:

Relationship to Centre, eg Livery client:

Details of Complaint:

For Office Use Only

Date Received:

Investigated by:

Resolution agreed:

Complainant Contacted:

Date Centre Contacted:

Date of Inspection:

Inspector: