

CASPIAN HORSE SOCIETY Complaints Procedure:

A member in receipt of a complaint will acknowledge the complaint in writing as soon as it has been received, and forward a copy of this complaints procedure. If appropriate the complaint will be passed on to the member directly concerned in the complaint, to attempt resolution. The Chairman must be informed at this stage. The complainant will receive the outcome in writing within 15 days of the complaint.

If resolution fails at this level it will be escalated to the Chairman, who will investigate, and inform the complainant of the outcome in writing within 28 days of the complaint being received.

If the complainant is still not satisfied, he/she can make an appeal to the Council of the Caspian Horse Society, which will be heard at the next Council meeting: the complainant will be informed of the date. The decision of the Council will be given in writing within 15 days of the meeting.