



COMPLAINTS PROCEDURE

The Society strives to improve services to members in a fair, clear and transparent manner.

If you believe that we have done something wrong or failed to meet a sufficient standard, please contact the person or Council team responsible for that area of work directly. The vast majority of concerns can be resolved informally, through discussion.

If the problem cannot be resolved informally, we have a complaints procedure. If you wish to raise a formal complaint, please email governance@idhs.gb.org.uk or write a letter to the Finance and Governance Team through our Administration Office.

The complaints procedure can be accessed by a child or an adult of any age, regardless of their personal characteristics. The Society will not discriminate against any individuals or groups.

We will acknowledge your complaint within seven days, and will let you know who will be investigating the matter.

The Finance and Governance Group will appoint someone to conduct an investigation. This person will have appropriate skills and experience in that area of our work.

The investigator will report back to a group of four trustees who will not have any conflicts of interest in relation to the parties involved in the complaint.

You will receive a letter with the outcome of your complaint within 28 days.

If you remain unsatisfied, you may appeal the outcome of the complaint within 14 calendar days of the date of our letter.

If we do not hear from you within 14 days, the complaint will be closed.

Please be aware that the Society cannot accept complaints relating to the following:

- A judging decision – this must be directed to the Show Secretary of the show concerned, within the timescale set out in the Show Rules.
- A third party who raises a complaint on behalf of adults and young people aged 16 years and over. If they wish to complain, they should do so in their own right.
- Any anonymous complaint.
- When the matter concerns a personal or horse-related ownership dispute, this can only be resolved between the parties concerned, with or without legal advice.

Any complaints directed to individual trustees or officers of the Society, or to the whole Council, will be responded to in accordance with the above procedure.