

Complaint procedure

1. Introduction

We always aim to provide a high standard of care in all our services. Our customers' views are important to us and help to ensure our services are consistently meeting people's needs. If you are unhappy with any of our services it is important that you let us know.

If a complaint alerts us to possible abuse or neglect we will notify the safeguarding officer (Managing Director). The safeguarding officer will decide how to investigate and monitor outcomes.

2. Making a suggestion

Often people feel more comfortable about suggesting improvements rather than complaining formally. Anyone receiving services, and their friends/ family, may make a suggestion.

First you should speak to the Yard Manager or an Instructor.

Comments or suggestion boxes are available if you would rather make your suggestion that way.

If the suggestion is something that Horsham and Mid Sussex Equestrian Academy Ltd (HMSEA) as a company needs to consider you can send it to:

Jen Pogacic, Managing Director
Horsham and Mid Sussex Equestrian Academy
Henfield Road, Albourne, Near Hassocks, West Sussex. BN6 9DE.
Call 01273 832989 or e-mail office@hmsea.co.uk

3. Making a complaint

We aim to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from investigating to help us improve the service we provide. We treat all complaints in confidence.

HMSEA assures clients and their families that it will not withdraw or reduce services because someone makes a complaint in good faith.

4. Who can complain

Anyone affected by the way HMSEA provides services can make a complaint.

A representative may complain for the affected person if they:

- have died
- cannot make a complaint themselves, or
- have given consent for the representative to act on their behalf

If you are not happy about making a complaint yourself and you do not know someone who can talk or write to us on your behalf, we will be happy to find someone from an independent organisation to act as an advocate for you.

5. How you can make a complaint

You can complain:

- in person
- by telephone
- through a member of our staff
- through an advocate or representative

where someone complains orally we will complete a Customer Complaint Form and provide a copy of it within 3 working days if requested

- by letter
- by email

6. Anonymous complaints

We deal with anonymous complaints under the same procedure; however it is better if you can provide contact details so we can tell you the outcome of our investigation.

7. Responsibility

The Managing Director has overall responsibility for dealing with all complaints made about the service provided by HMSEA.

We will provide as far as is reasonably practical:

- any help you need to understand the complaints procedure; or
- advice on where you may get that help.

8. How we handle complaints

The Managing Director or representative of HMSEA may ask one of the management team to investigate the complaint. That person will have enough seniority and experience to deal with the issues raised by the complaint.

We will acknowledge a complaint within 3 working days and give you the name and contact details of the person investigating it.

We will keep you informed about the progress of the investigation. We aim to have all complaints finished within 28 working days unless we agree a different time scale with you.

When we have finished investigating, we will arrange to meet with you to discuss the outcome, and write to you with:

- details of the findings;
- any action we have taken; and
- our proposals to resolve your complaint.

9. Time limits

You should complain as soon as you can after the date on which the event occurred or came to your notice. If you complain more than twelve months later, we may not be able to investigate properly. But we shall also consider whether you had good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly.

10. Further steps

At any stage during the process, if you are not happy with the way the team at HMSEA is dealing with your complaint you can contact a director of HMSEA at:

Deborah Aplin
deborahaplin@gmail.com

Once we have dealt with your complaint, if you are not happy with the outcome you can refer your complaint to British Horse Society (BHS) and ask for advice.

You can contact the BHS at:

Tel: 02476 840500 or email enquiry@bhs.org.uk
Website: www.bhs.org.uk

NB: The BHS will not normally investigate a complaint until the provider has had an opportunity to respond and resolve matters.

Customer Complaint Form

CUSTOMER INFORMATION	
Customer Name:	Customer Phone:
Company Name (If applicable):	
Customer Address:	
Customer P.O./Invoice Number (if applicable):	

COMPLAINT INFORMATION	
Complaint Date:	Complaint taken by:
Complaint Details:	
First Response Corrective Action:	
Suspected Cause:	
Corrective Action Person(s)	
Corrective Action Follow Up:	
What steps should be considered to avoid a repeat of the problem:	
Date:	Staff Signature: