

# **Cleveland Bay Horse Society Complaint Form**

## **Complaints**

The Society is committed to the highest level of membership and customer care.

If any member/customer is unhappy about any aspect of the service they have received from the Society please contact the Society in writing either by letter or email. The letter should be addressed to the Cleveland Bay Horse Society Office PO Box 298, CROOK, DL14 4GT. The email address for complaints is [cbhscomplaints@gmail.com](mailto:cbhscomplaints@gmail.com).

The Society will not respond to any complaints made via social media.

On receipt of said complaint the office will delegate the complaint to the appropriate subcommittee within 7 days. Within a further 21 days from that, the appropriate subcommittee will report back to the Chair who will respond in writing to the complaint within 14 days.

If a complaint is being made against a Show Judge that is on the Cleveland Bay Horse Society Panel, in relation to a Cleveland Bay Class or rare breeds Class; then that complaint will be directed to the Show Committee who deal with the Judging Panel.

Complaints in writing must include the following information:

1. Name, address and full contact details of the person making the complaint.
2. Details of any member /officer of the Society being complained about.
3. Full details of the Complaint being made.
4. Full names and addresses and contact details of any witnesses to any incident are to be supplied.
5. An indication from the complainant of how they believe their complaint should be resolved.

If after the 21 days, it is decided that the matter is so serious that the complaint should go forward to the Disciplinary Panel then a recommendation will be made by the Chair for the same and the complainant will be informed.

The Complaints Procedure will lead to one of the following resolutions;

1. No action required as the complaint is unfounded.
2. No action required as complaint is founded however does not need resolution.
3. Complaint is founded and a resolution is required.
4. Complaint is founded and the matter goes forward to Disciplinary Panel.

**5.**

## **Cleveland Bay Horse Society Complaint Form**

Office Use	
Title	
Forename(s)	
Surname	
Full residential  Address	
Postcode	
Home tel.	
Email	
Date of Birth	

Date of Complaint	
Person(s) Complained about	

**Cleveland Bay Horse Society  
Complaint Form**

Witnesses Full name and addresses	
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Details of complaint	
Resolution required	
Office Use only Complaint Outcome	