

# **Complaints Procedure**

## Complaints Procedure

We aim to provide the highest standard of customer service and encourage customers to advise us if they feel in any way dissatisfied with the service they have received. Wherever possible, customers are asked to raise any issues directly with the yard manager on duty. If for any reason the yard manager is unable to resolve the matter to the customers satisfaction, a written complaint should be made to Karen Trezise. Complaints may be made by e-mail, [karentrezise1@gmail.com](mailto:karentrezise1@gmail.com) or call 07756662959, by letter or by using a complaint form which can be obtained from the yard office or sent out by email.

- Email Complaints – An email marked for the attention of Karen Trezise should be sent to [karentrezise1@gmail.com](mailto:karentrezise1@gmail.com)
- Written complaints/complaint form – The complaint should be sent to Poldice Valley Equine & Events Arena, Brokenshire Corner, Carharrack, Redruth, TR16 5RB

We aim to provide a written response to a complaint within 28 days. We will keep the customer informed if for any reason we are unable to provide a full response within this time.

We will retain records of all written complaints and responses for a period of 2 years.

If you are unsatisfied with the result of the complaint, please contact one of the following:

Ofsted: 03001234666 [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

British Horse Society: [02476840500](tel:02476840500) [enquiry@bhs.org.uk](mailto:enquiry@bhs.org.uk)

**Complaints Form**

Your Name:.....

Address:.....

Postcode: .....

Telephone Number: .....

Email:.....

Date of incident:..... Date of complaint:.....

Please advise which element/aspect of Policy or Code of Conduct has been breached:  
.....  
.....  
.....

Please provide brief details of the nature of your complaint (you may wish to refer to evidence which is included with this complaints form):  
.....  
.....  
.....  
.....  
.....

What attempt have you made to resolve this matter with a member of staff?  
.....  
.....  
.....  
.....

What resolution are you seeking?  
.....  
.....  
.....  
.....

I declare that the information provided in this Complaints Form (and provided as evidence) is true and accurate.

I undertake to notify Karen Trezise immediately if there is any material change to the information provided in this Complaints Form.

Signed:..... Date:.....