

COMPLAINTS PROCEDURE

January 2016



If you are not happy with the service you (or your horse) have received, you have the right to complain, have your complaint investigated and be given a full and prompt response.

Most issues can be resolved without you having to make a formal complaint. Try having an informal chat with the relevant member of staff first. A formal complaint takes time and minor issues are resolved quicker if you just speak to a person.

It is also important that if you are unhappy you let us know as swiftly as possible, firstly because we would appreciate the opportunity to reassure you we are taking your complaint seriously and secondly because most of the site is covered by CCTV and visual evidence (if appropriate) will be helpful towards investigating your complaint.

If it is not possible to speak to the relevant person immediately, ask the office to organise an appointment. **Please note the office is unable to resolve complaints, bar those related to office administration, and therefore should only be involved to the extent of ascertaining who it is you need to speak to and to organise a mutually convenient appointment for you.**

If this discussion does not solve the complaint to your satisfaction, or even if it does but you would still like to make a formal complaint, please put this in writing (hard copy or e-mail) to the business owner:

Mrs Lucy Thomson
Lavant House Stables
Lavant
Chichester
PO18 9AH

E-mail: riding@lhstables.co.uk

Please include as much detail as you possibly can, such as dates, times, who (including horses if relevant) was involved, who may have witnessed, etc. so that a thorough investigation into your complaint can be take place. You will receive a response to your complaint within one working week of the business owner after submission. This will be in writing and may be supported with a verbal explanation/reassurance if appropriate.

Please be assured at Lavant House Stables we take any customer complaint extremely seriously, if it is important to you, it is important to us and we will do everything in our power to resolve the complaint to your satisfaction.