

## Complaints Process

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of the British Horseball Association

Should anyone wish to lodge a complaint you will need to submit it in writing with a fee of £25.00 and should be sent to the Committee Secretary. Should your complaint be upheld the £25.00 fee will be returned to you. No complaint will be dealt with until monies received.

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

When we are investigating your complaint we will be relying on information provided by you and information we may already be holding. We may need to contact you to clarify details or request additional information where necessary. To help us investigate your complaint quickly and efficiently we will ask you for the following information:

- Your name and contact details,
- The nature of the complaint,
- Details of conversations you may have had with any member of committee that may be relevant to your complaint,
- Copies of any documentation which supports your complaint.

For ease of this please complete the complaints form.

### The Complaint Process

- Acknowledgement:

Within five days of receiving your complaint we will acknowledge receipt of your complaint.

- Review:

We undertake an initial review of your complaint and determine what if any additional information or documentation may be required to complete an investigation. We may need to contact you to clarify details or request additional information where necessary.

- Investigate:

Within 10 days (not including acknowledgement time) of receiving your complaint we will investigate your complaint objectively and impartially, by considering the information you have provided us, our actions in relation to your dealings with us and any other information which may be available, that could assist us in investigating your complaint.

- Response:

Following our investigation we will notify you of our findings and any actions we may have taken in regards to your complaint.

- Action Taken:

Where appropriate we amend or implement practices or policies as necessary.

- Records

We will record your complaint for continuous improvement process and monitoring through regular review, your personal information will be recorded in accordance with relevant privacy legislation.