

Complaints Policy & Procedure

1. POLICY STATEMENT

Avon Riding Centre for the Disabled (including its subsidiary company, Bristol Horse Riding) are committed to providing a safe, helpful and friendly service on a value for money basis to anyone who engages with us. If you are not satisfied with the service we have provided or interactions you have had with the Centre, we need you to tell us about it to enable us to address your concerns.

2. PURPOSE

This policy is intended to ensure that we handle complaints fairly, efficiently and effectively. This policy provides guidance to those who wish to make a complaint.

3. SCOPE

This policy applies to riders, consultants, contractors, funders and to any other person who interacts with the Centre.

It is different from a grievance which is a complaint that generally relates to a member of staff's employment position or personal circumstances.

4. DEFINITION

A complaint is an expression of dissatisfaction made to or about us, our products, services, staff or the handling of a complaint where a response or resolution is explicitly or implicitly expected or legally required.

5. COMPLAINTS PROCEDURE

If you have a complaint, please first of all raise the issue with the relevant person e.g. RDA Coach, BHR Instructor, member of staff who has prompted the complaint. If you are not satisfied with their response, please raise the complaint with the Centre Manager either by phone on 0117 959 0266 or by email centremanager@avonridingcentre.org.uk.

What will happen next?

1. We will send you acknowledgement of the complaint within three working days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve speaking to all relevant parties to gather all required information.
3. We will provide an initial response to your feedback within **10 working dates** of receiving it. Whilst we expect to be able to resolve most complaints within that timeframe, if we need to conduct more in-depth investigation, we will aim to provide you with a full response within **20 working days**. If we are unable to meet that deadline due to exceptional circumstances, we will of course let you know.

4. If, at this stage, you are still not satisfied, you should contact us again and we will arrange for the Chair of the Trustees, someone unrelated to the original investigation, to review the matter.
5. We will write to you within **14 days** of receiving your request for a review confirming our final position on your complaint and explaining the reasons.
6. If you are still not satisfied, you can then contact the Charity Commission for England and Wales.

Tel: 0300 066 9197

Website: www.gov.uk/charity-commission