



THE SHIRE HORSE SOCIETY

Feedback and Complaints Procedure

The Society's principle charitable objective is the improvement and promotion of English cart horses, more particularly the Shire horse. Since 1878 the Society has worked hard to ensure that the breed continues to grow and to maintain interest in these magnificent horses.

We realise that there may be times when people are dissatisfied with the Society or when the Society's work does not meet the standards we set for our organisation. When this happens, we want to hear about it so we can deal with the situation, learn from it, and improve.

This procedure explains how you can give feedback or make a complaint about the Society and sets out how we will respond.

Tell us if you are not happy

If you are dissatisfied with a member of our staff, one of our trustees or one of our members, we encourage you to tell the person why you are unhappy as you may be able to resolve the matter with them. If you would not feel comfortable speaking to the person directly, or if you are dissatisfied with their response, you can follow the complaints procedure below.

How to give feedback or make a complaint

If you wish to give feedback or make a complaint you can send an email to Victoria Clayton, the CEO of the Society at victoria@shire-horse.org.uk or write to us at Shire Horse Society, The Old Rectory, Rockingham Castle, Rockingham LE16 8TH

If you would prefer to contact us by telephone, you can call us on 01536 771 611 on Monday to Friday between 10am – 4pm. Outside of these hours you can leave a message and a contact number and someone will return your call.

Please include your name and your preferred contact details so that we can get back in touch with you. If you are making a complaint, please also explain what it relates to and tell us how you would like to see it resolved.

We will make a record of your feedback or complaint. If you want to know how we will use your personal data, you can find our privacy policy [\[here\]](#).

The Society cannot respond to complaints made anonymously, but we will always do our best to investigate an anonymous complaint and (where applicable) we will use the information provided to learn and improve.

Responding to complaints

We will aim to respond to complaints within ten working days. On occasions, it may not be possible to resolve the matter within this time period and, if we think it will take longer, we will let you know.

We will give you the name and contact details of the person who is managing your complaint and we will do our best to ensure that your complaint is dealt with by someone who is unconnected to the matter you have complained about.

We will do our best to resolve your complaint to give you the outcome you want, but we cannot guarantee that a particular remedy will be offered.

In certain cases, the Society may decide to pass a complaint to a regulator (such as the Charity Commission or the Information Commissioner's Office) or to another external agency such as the police if we suspect the complaint may involve illegal activity.

From time to time we may receive complaints that do not relate directly to our work or something that the Society has done. We will not comment on, or engage in discussion about, issues which are unrelated to our work.

If you are not satisfied with our response

We will do our best to resolve your complaint to give you the outcome you want, but we cannot guarantee that a particular remedy will be offered.

If you are unhappy with the response we have given to your complaint, you can send a letter or email to our Chair at: Chair of Trustees, Shire Horse Society, The Old Rectory, Rockingham Castle, Rockingham LE16 8TH, or email: boardchair@shire-horse.org.uk

Please include a summary of your complaint, explain why you are not satisfied with the response you have received. The Chair will share this information with the Society's trustees at the next Board meeting. You will be informed of any decision.