

Horses for Good (HfG) Complaints Procedure

Our Complaints Procedure is available for participants, parents/carers, staff, volunteers and visitors. It describes what a complaint is, and what must happen when one occurs.

HfG operates an inclusive, transparent culture where everyone is supported and heard. We respond to all complaints and use them to improve our services. This procedure does not apply to Safeguarding concerns. For safeguarding concerns please follow the Safeguarding Procedure.

Anyone can complain if:

- they feel they have not been provided with an acceptable service
- they have been treated unfairly or discriminated against or anyone from HfG has behaved unacceptably towards them
- their concern is a “complaint”, rather than a problem, concern or worry

The individual will be asked if they wish to make a complaint

How to complain:

A complaint and any expression of dissatisfaction about HfG can be made verbally, via email to: info@horsesforgood.org.uk or by using our Complaints Form which can be accessed on site. Complaints can be made either by the person who is dissatisfied or by another person acting on their behalf.

Where possible please email complaints to info@horsesforgood.org.uk. HfG will respond within 24 hours

After hearing your complaint HfG will:

- Take immediate action if there is a risk of harm to people, horses or property
- Help the person who reported the complaint to complete the complaint form or other necessary action
- Assess whether the complaint is serious and seek advice if needed
- Ensure the complainant receives support and any information they need
- Ensure that information about the complaint is kept confidentially where necessary and only shared with people who need to know

HfG will investigate the complaint in line with the following stages:

STAGE 1 – informal investigation and resolution

Every effort should be made to resolve the complaint quickly and informally including offering an apology where appropriate, providing an explanation and/or changing a practice. This will be communicated in writing within seven days.

STAGE 2 – formal investigation and resolution

If the complaint is not resolved at Stage 1 then the complainant has the right to have the complaint formally investigated within 14 days.

HfG will assess why the complainant remains dissatisfied and seek a resolution by investigating matters further and will put measures in place to eliminate or minimise the risk of a similar complaint happening in future. The outcome of Stage 2 will be communicated in writing to the complainant.

STAGE 3 – Trustees review and resolution

If the complaint is not resolved at Stage 2 then the complainant has the right to have the complaint investigated by the Board of Trustees within 28 days. The Board will arrange to meet and the complainant may attend the relevant part of the meeting and bring someone with them for support if they wish to (this must not be a solicitor or legal representative).

The Board of Trustees will make a decision about whether the outcome of Stage 2 was fair and whether any other actions are needed to resolve the complaint. The outcome of Stage 3 will be communicated in writing.

Further considerations

The Board of Trustees may, on occasions, conclude that a complaint has been made maliciously. In this case any investigation will be ended and the complainant will be advised in writing that their complaint has not been upheld.

Give due consideration and support where needed to all parties involved in the circumstances leading up to, and during the investigation of, the complaint.

The person(s) who is the subject of the complaint has the right to appeal against the complaint. This appeal will be heard by the Board of Trustees.

HfG staff and volunteers will receive training as appropriate to their roles and responsibilities on how to use this procedure.

Data protection and privacy

HfG will ensure that information is shared with the relevant agencies where appropriate to do so and that records are confidentially destroyed three years after the last contact with the complainant.



HORSES FOR GOOD: COMPLAINTS FORM

Please state the nature of your complaint

What outcome to your complaint are you seeking?

Name: _____

Email: _____

Date: _____

HFG USE ONLY

Date Form Received:

Name of person responding:

Immediate actions taken following receipt of the complaint:

Actions taken to support the person involved:

What further actions will be taken:

Signed:

Date: