

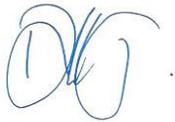
Dear Customer,

### **Customer Charter and Complaints Guide**

Our commitment to you as a customer is that we want to ensure that you are treated promptly, fairly, equally and with courtesy across the wide range of activities in which we engage. We believe that you have the right to expect good quality accessible services and advice and we will do our best to ensure that this is delivered.

Our Customer Charter and Complaints Guide has been produced to make you aware of the service standards that you can expect from all colleagues at the British Equestrian Federation.

Yours sincerely



**David Ingle**  
**Interim Chief Operating Officer**  
info@bef.co.uk

## CUSTOMER SERVICE STANDARDS

*British Equestrian Federation (“BEF”) is focused on continually improving our service to individuals and partner organisations. Below are the service standards which you can expect from colleagues in the British Equestrian Federation team. If you have any issues with these or have further comments to make then please complete the feedback form.*

### We aim to:

- Ensure all enquiries and issues are dealt with promptly, efficiently and treated fairly, courteously and with respect and equality.
- Publicise and review regularly our Customer Charter and Complaints Guide as part of our ongoing improvement plan.
- Monitor your views and opinions of our services by way of an annual customer satisfaction survey.
- Ensure our staff have the appropriate skills, knowledge and training to perform their jobs effectively and efficiently
- Provide an effective formal complaints procedure

### Our current key standards

- Be professional, prompt and courteous in all our engagements.
- Treat all of our customers in a consistent and fair manner.
- Unless on leave, all British Equestrian Federation staff will be contactable during normal office hours. An alternative contact will be offered in case an urgent response is required.
- Switchboard number 02476 698871 to be answered within 5 rings otherwise a message can be left and we will get back to you.
- We will endeavour to acknowledge all general and email enquiries within five working days of receipt and to provide a response within 10 working days, unless out of office message is displayed.
- Respond to Data Protection enquiries within the published time limits.
- Take any concerns about the quality of our service seriously

### Feedback and Complaints:

If we at the BEF office do something well please tell us about it, but if you have an issue or suggestion for improvement please email us direct on [info@bef.co.uk](mailto:info@bef.co.uk) or use our feedback form on the attached link [www.bef.co.uk](http://www.bef.co.uk)

## Complaints Guide

The BEF engages in a wide range of activities. Your first point of call if you have a complaint is to use the specific complaints procedure provided to cover that particular activity. This will be set out either in the formal agreement which you have signed or in the terms and conditions which govern your relationship with us.

If you are having difficulty in finding the relevant procedure please contact us directly at [info@bef.co.uk](mailto:info@bef.co.uk) and we will point you in the right direction.

Any complaints of a generic nature not covered by a specific procedure should be sent either to the email address to [info@bef.co.uk](mailto:info@bef.co.uk) or to our postal address and the generic complaints procedure set out below will then apply.

### Complaints Procedure

1. British Equestrian Federation aims to ensure that complaints are resolved as quickly and efficiently as possible.
2. In order to achieve this, it is intended that complaints procedures should be easily accessible, that all complaints are fully and fairly investigated, and that the complaints process should provide an effective response and appropriate redress.
3. British Equestrian Federation will use the feedback provided from complaints to ensure that its systems and services are improved if so required.
4. This Complaints Procedure is designed to provide a means of complaint where no specific complaints procedure is provided to cover the specific BEF activity in question. Complaints relating to the activities of a BEF member body should be addressed to the member body in question.
5. This document explains how to proceed with a complaint where no specific complaints procedure applies.

### Procedure

6. A complaint should be made in writing, by letter, addressed to the Chief Executive of British Equestrian Federation. If the complaint concerns the Chief Executive, it should be addressed to the Chairman of British Equestrian Federation who will stand in for the Chief Executive for the purposes of the complaint in question.
7. Complaints should be notified as soon as possible after occurrence of the events giving rise to the complaint and normally no more than thirty days after that date. Delay may hamper proper investigation of a complaint.
8. Where appropriate, the Chief Executive will seek to resolve the matter informally within 14 days.

9. Complaints which fall outside the jurisdiction of British Equestrian Federation, or are more appropriately dealt with by another supervisory body, may be referred to that body for their consideration. Complaints regarding the protection of children or vulnerable adults may be referred to the police or social services as will complaints alleging criminal activity. British Equestrian Federation may also take action if a complaint is found to be malicious or vexatious.
10. Where informal resolution by the Chief Executive is not possible, he will identify a person suitably qualified to investigate and adjudicate upon the complaint in question. He will appoint this person as the Complaints Adjudicator (CA) who will follow the procedure set out below.
11. The CA will investigate the circumstances of the complaint in whatever way he considers appropriate to that complaint. He will have the power to co-opt where necessary additional persons with specific skills or experience relevant to the complaint in question to advise him.
12. The CA will report his findings to the Chief Executive who will notify these to the parties involved in the complaint within 28 days of the CA's appointment. If there is any delay in this timetable the Chief Executive will ensure that the complainant is aware of the reasons for the delay.
13. If this process resolves the matter to the satisfaction of the complainant, the Chief Executive will take whatever steps may be necessary to give effect to the CA's conclusions.
14. If the complainant, or any other party involved, is not satisfied, the Chief Executive will, after discussion with the parties, either arrange to have the matter re-investigated in its entirety or refer the matter to the Board of British Equestrian Federation. In this event, arrangements, including a timetable, will be made for the complainant to submit its complaint in full to the Board whether in writing or orally, or both, depending on the nature of the complaint.

### **Confidentiality**

15. British Equestrian Federation will respect a complainant's desire for confidentiality which will be preserved as far as is practicable. Proper investigation of a complaint is likely to involve enquiry of third parties, including any person named in a complaint, and it will normally be necessary for these people to be given information about the complaint.

### **Independence**

16. British Equestrian Federation will ensure that all persons concerned in the investigation of a complaint are independent of that complaint

How to contact the British Equestrian Federation Office
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Our office is open from Monday – Friday 9.00am – 5.00pm

British Equestrian Federation Abbey Park Stareton Warwickshire CV8 2RH	Switchboard Number: 02476 698871 Fax Number: 02476 696484 Email: info@bef.co.uk	Web site: <a href="http://www.bef.co.uk">www.bef.co.uk</a>
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