

Eccleston Equestrian Centre

Complaints Policy



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CONTENTS

1. Introduction
2. Policy Statement
3. Definition of a complaint
4. Complaints handling process
5. Monitoring and reporting
6. Continuous Improvement
7. Confidentiality
8. Contact Information
9. Policy Review

1. Introduction

- **Purpose:** The purpose of this policy is to ensure that all complaints are handled promptly, fairly, and consistently.
- **Scope:** This policy applies to all employees, clients, contractors, and stakeholders of the business.

2. Policy Statement

- Eccleston Equestrian Centre is committed to providing high-quality services and maintaining excellent customer relations. We recognise that customer feedback, including complaints, is vital for continuous improvement.

3. Definition of a Complaint

- *A complaint is an expression of dissatisfaction made to the business about its products, services, or staff, where a response or resolution is explicitly or implicitly expected.*

4. Complaints Handling Process

4.1. Receiving a Complaint

- **Channels:** Complaints can be received via email, phone or in-person.
- **Acknowledgment:** All complaints will be acknowledged within 48hrs of receipt.

4.2. Recording a Complaint

- **Documentation:** All complaints must be documented using the Complaint Form (Appendix A).
- **Database:** Details of the complaint will be filed into the Complaints File.

4.3. Investigating a Complaint

- **Responsibility:** Proprietor (Karen Norris) is responsible for investigating complaints.
- **Procedure:** The investigation process includes:
 - Reviewing the complaint and gathering all relevant information.
 - Interviewing staff and reviewing any associated documentation.
 - Providing regular updates to the complainant on the status of the investigation.

4.4. Resolving a Complaint

- **Resolution:** Complaints should be resolved within 12 working days. If a resolution is not possible within this timeframe, the complainant will be informed of the delay and the reason. Remedies may include an apology, correction of the issue, or other appropriate actions.

4.5. Closing a Complaint

- **Final Response:** A final response will be provided to the complainant detailing the outcome of the investigation and the resolution in person or via email/letter.

5. Monitoring and Reporting

- **Regular Reviews:** The complaints register will be reviewed regularly to identify trends and areas for improvement.
- **Reports:** A summary of complaints and their resolutions will be reported to senior management on a yearly basis.

6. Continuous Improvement

- Feedback from complaints will be used to improve business processes and customer satisfaction.
- Training will be provided to staff to ensure they are equipped to handle complaints effectively.

7. Confidentiality

- All complaints will be handled confidentially and in accordance with our privacy policy.

8. Contact Information

- Customers can submit complaints via the following-
 - Email: karen@equestrian-northwest.co.uk
 - Phone: 01772 600093
 - Address: Eccleston Equestrian Centre, Ulnes Walton Lane, Leyland, PR26 8LT

9. Policy Review

- This policy will be reviewed annually and updated as necessary to ensure its effectiveness.