

NPS STUD BOOK COMPLAINTS AND APPEAL PROCEDURE

The National Pony Society prides itself on providing excellent customer service – but there may be occasions when you wish to complain about something that we did not get quite right. If that happens, we would encourage you to tell us about your complaint so we can put things right.

Please address your complaint to:

The National Pony Society Stud Book
Weatherbys Ltd
Sanders Road
Wellingborough
Northamptonshire
NN8 4BX

NPS COMPLAINTS PROCEDURE

1. We will provide written acknowledgement of a complaint and the name and contact details of the member of staff dealing with the matter.
2. We will confirm how the complaint will be dealt with and in what timeframe (immediately if possible, otherwise the NPS aims for within a maximum of 10 working days).
3. We will provide written confirmation of the outcome of the complaint.
4. If the complaint is not solved, a letter should be sent within 8 weeks of the original complaint, clearly explaining why we have been unable to resolve the matter. This letter will also outline the appeal procedure.
5. Records will be maintained by the line manager relating to any complaints received. These records will be available for inspection if required. These records will include the name of the complainant, the substance of the complaint and all relevant correspondence. It will also include any offer of redress, accepted or refused, by the claimant. These records will be held for a maximum of two years.

NPS APPEAL PROCEDURE

1. If the complainant is not satisfied with the solution/process, they may appeal to the NPS Stud Book Committee. This appeal should be made in writing, detailing the cause of the dissatisfaction and may offer suggested resolution(s).

Please address your complaint to:

NPS Stud Book Committee

Weatherbys Ltd
Sanders Road
Wellingborough
Northants
NN8 4bx