

## **BRITISH PERCHERON HORSES SOCIETY**

### **REGISTRATIONS, AND THE ISSUE AND ONGOING MANAGEMENT OF HORSE PASSPORTS**

#### **COMPLAINTS AND APPEALS PROCEDURE**

The British Percheron Horse Society encourages the preservation and breeding of the best type of Percheron Horses and manages its stud book to record these horses. It is also a passport issuing organisation recognised by Defra.

We work hard to provide a good service to our members, breeders and owners, and the public, but occasionally you may think that we have got something wrong, and we want to be able to deal with any complaints as quickly as possible to resolve issues. This document provides information about how we will consider any complaints made in relation to registrations and the issue and ongoing management of passports.

Registration of Percheron horses into the stud book is regulated by 96/78/EEC, and policies are set out in the Society's Rules and the Conditions of Registration, and the Introduction to the most recent volume of the published Stud Book. The current passport legislation is EC504/2008, the 2009 Horse Passports (England) Regulations and Commission implement regulation (EU) 2015/262 of 17 February 2015 laying down rules pursuant to Council Directives 90/427/EEC and 2009/156/EC as regards the methods for the identification of equidae (Equine Passport Regulation). By signing the registration application form you are confirming that you abide by the terms and conditions set out in the Society's Rules and conditions of Registration.

What is a complaint?

A complaint is an expression of dissatisfaction or concern made in writing by letter or email, relating to the Society's action, inaction or standard of service in connection with the registration of ponies and the issue and ongoing management of passports. An initial approach may be made verbally, in person or by telephone, but it must be followed up in writing. Your name and contact details must be included. The Society does not act on anonymous letters.

You cannot complain if you:

- are making an initial request for a service;
- have failed to meet required deadlines;
- have failed to supply all required information;
- have failed to pay all required fees.

You cannot complain about loss or delay caused by the actions or inactions of third parties beyond the control of the Society. Examples would be (but are not limited to) industrial action, or loss of items in the post caused by your failure to use Recorded Delivery as recommended by the Society.

Time Limits

You are strongly advised to inspect your passports carefully and immediately on receipt. Any complaint must be timely, and normally the Society will not be able to consider as a complaint a problem that occurred more than six months ago. If we are to consider matters which are raised after that time complainants will need to provide strong reasons for why the issue was not raised earlier.

## Investigation

The Society will acknowledge receipt of a complaint within 15 days. You will be advised at that time of the date of the next meeting of the Council, where the complaint will be dealt with. Following that Council meeting, you will receive written confirmation of the Council's decision. If the Society is at fault we will apologise, explain how the problem occurred and what we are doing to prevent it happening again. The item will appear in the minutes of that meeting and appropriate records will be kept. You have a right of access to electronic information held on you and other rights under the Data Protection Act.

## Appeals

If you are not satisfied with the decision you have the right to make an appeal to the Council. This appeal must be made in writing, and confirmation of receipt will be acknowledged within 15 days. The appeal will be heard by the Chairman and two other people who may or may not be members of the Council and who may or may not have been involved with the original decision.

## Contact

Please address your complaint 'For the Attention of the Council' and send to:

The Secretary

British Percheron Horse Society

3 Field Barn Cottages

North Charford

Breamore

Fordingbridge

SP6 2DW