



Phone
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Complaints Policy

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The purpose of this complaint policy is to enable clients or staff to be fully informed upon the process by which any complaints received by Solihull Riding Club will be managed. It aims to ensure that all complaints received are responded to in a manner which reassures the person making the complaint that complaints are managed in an appropriate and timely manner.

It is recognised that complaints may provide a business with a valuable opportunity to identify any short comings in the service provided to both clients and staff.

How to make a Complaint

Complaints may be made by email or in writing and this policy outlines the procedure to be followed if a complaint is received.

Written Complaint: Solihull Riding Club, Four Ashes Road, Bentley Heath, Solihull, West Midlands, B93 8QE

Email: office@solihullridingclub.com

If a complaint relates to allegation of ill treatment of a child or adult at risk, then the Solihull Riding Club (or BHS) Safeguarding Policy will be followed. This will include reporting the concern to the BHS Safeguarding Team.

When a complaint is received

The following details of a complaint are recorded:

- Name of complainant and contact details
- Date of receipt
- Nature of complaint

Complaint details will only be circulated to those with direct need to be informed upon the complaint. Complainant details will be deleted from the complaint when the complaint is closed, prior to the complaint being logged.

What Happens Next?

We will reply within 14 days from the date we receive your Complaint. If we are unable to give you a full reply within this time, for example if your Complaint needs further investigation, we will give you an interim response advising who is dealing with your complaint and when we aim to give you our full response.

Upon closure of investigation, the Centre Manager/Executive Committee will initiate appropriate action in response to the complaint.

Details of the investigation and any resulting outcome will be recorded in the complaints log.