



REGISTRATIONS, AND THE ISSUE AND ONGOING MANAGEMENT OF HORSE PASSPORTS. COMPLAINTS AND APPEALS PROCEDURE.

The Shire Horse Society manages its stud book to protect and promote the breeding of registered Shire horses throughout the world.

It is also a passport issuing organisation recognised by DEFRA. We work hard to provide a 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 Shire 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 in the most recent volume of the published Stud Book.

The current passport legislation is 504/2008 and the 2009 Horse Passports (England) Regulations.

By signing the registration application form you are confirming that you abide by the terms and conditions set out in that document.

Please ensure that you are familiar with all the above documents.

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 horses and the issue and ongoing management of passports. This is not to be confused with a complaint to the Society about another member. The rules for such complaints are dealt with separately under the Statutory Articles of Association.

In the event of a complaint about the Society's action, inaction or standard of service in connection with the registration of horses and the issue and ongoing management of passports an initial approach may be made verbally, in person or by telephone, but to be processed further 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 5 days.

You will be advised at that time of the date of the next meeting of the Chairmen, where the complaint will be dealt with.

Following that meeting, you will receive written confirmation of the 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 complaint will be recorded and appropriate records will be kept on file.

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 by return.

Contact

Please address your complaint 'For the Attention of the Chair of Complaints and Procedures' and send to:

Shire Horse Society
Shire Farm
Rockingham Castle and Park
Uppingham Road
Rockingham
Market Harborough
LE16 8TP