

CLEVELAND BAY HORSE SOCIETY – Complaints Policy

A member or non-member of the Cleveland Bay Horse Society (CBHS) may lodge a complaint by writing to: -

Administration Officer
Cleveland Bay Horse Society
Regional Agricultural Centre
Great Yorkshire Showground
Harrogate
HG2 8NZ

The complaint will be acknowledged (by letter or email) within 5 working days. This communication will include the named Council member assigned to deal with the matter.

The CBHS will endeavour to resolve the complaint within 20 working days from receipt. If, for any reason, CBHS are unable to work within this timeframe we will discuss a mutually agreeable alternative.

A complainant not satisfied with the outcome of the initial investigation can request that the matter be reviewed by Council.

Such a review would be scheduled for the next Council meeting and the complainant will be informed of the date.

The complainant would not normally be expected to attend in person.

Written confirmation of Council's decision will be despatched within 10 working days of the meeting.

Council's decision will be final and binding on all parties.