



Patron of the Society  
Her Majesty the Queen

P.O. Box 298

Crook

DL14 4GT

Telephone: 07895 535147

Email: [info@clevelandbays.co.uk](mailto:info@clevelandbays.co.uk)

Website: [www.clevelandbay.com](http://www.clevelandbay.com)

## ***Cleveland Bay Horse Society***

Registered Charity No. 293872

### **CBHS Complaints Policy**

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

Cleveland Bay Horse Society  
P.O. Box 298  
Crook  
DL14 4GT

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 an Appeal. The matter would then be reviewed by Council. Such an Appeal 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.

In the case where the complaint involves passport legislation, EU legislation 96/78 or other legislation that we have to operate under, the Council will refer the matter to the relevant authorities for a final decision