

Complaints Procedure & Reporting Safeguarding Concerns

We hope that you will never need to complain. But sometimes you may feel we haven't got it quite right. So, if you are not happy with the service you (or your horse) have received you have the right to complain. We will investigate your complaint and give you a full and prompt response.

Most issues can be resolved without you having to make a formal complaint. Try having an informal chat with Clara Hubbard, Chief Instructor and Yard Manager first. Alternatively speak to Dora Pilkington or perhaps a member of staff first.

A formal complaint takes time and minor issues can be resolved quicker if you speak to someone person. It important to us that if you are unhappy you let us know as quickly as possible. This is so we can reassure you we are taking your complaint seriously.

In cases of Safeguarding Children and Young People please don't hesitate to raise your concerns. We like to feel we have a very good awareness of "something going on" and it may be that your concerns will help us with the matter and we will take appropriate action.

Most of our yard is covered by CCTV. Therefore we can investigate your complaint with visual evidence (if appropriate).

If it is not possible to speak to our Chief Instructor & business owner Mrs Clara Hubbard Mrs Dora Pilkington immediately please make an appointment with the yard office for a mutually agreeable time. Please note the staff or instructors may be unable to resolve more serious complaints.

If an informal discussion does not solve the complaint to your satisfaction, the next stage would be to put this in writing (hard copy or e-mail) to the business owner, Mrs Clara Hubbard.

Mrs Clara Hubbard, Coldblow Lane, Thurnham, Maidstone, Kent ME14 3LR

E-mail: clara@coldblowfarm.co.uk

Please make sure you include the following details:

Name:	
Address:	
Daytime Telephone No:	
Email:	
Name of Horse	
Date of incident	
Witness (if applicable):	

Please provide full details of the issue on the next page:



Details of Complaint:

[illegible]

You will receive a response to your complaint within one working week of the business owner after submission. This will be in writing and may be supported with a verbal explanation/reassurance if appropriate.

Please be assured at Coldblow Equestrian Training Centre we take any customer complaint extremely seriously, if it is important to you, it is important to us and we will do everything in our power to resolve the complaint to your satisfaction.