

# Wayside Complaints Procedure

At Wayside Stables we take complaints very seriously and suggestions on how to improve the provision at the centre are welcomed.

Visitors and clients are entitled to expect courtesy and prompt attention to their concerns and wishes.

Making concerns known: Any person who is uneasy about any aspect of the centre's provision should talk about any worries and anxieties with the senior staff present or the Proprietor – Pene Grimster. The staff member will then make a written note of the complaint detailing: -

- The name of the complainant
- The nature of the complaint
- The date and time of the complaint
- The action taken in response to the complaint
- Result of the complaint investigation

If this proves to be unsatisfactory then the complainant might wish to have a further meeting with the senior staff. Again, this will be logged, and the information shared with the complainant.

The complainant might also wish to have a mediator present. A mediator could be someone working with the BHS, or another voluntary agency involved with promoting horse riding, or the complainant might wish to have a member of their family or a friend present.

A mediator has no legal powers but can help clarify the situation.

A mediator should –

- Help define the problem
- Review the actions
- Suggest further ways which may resolve it
- Meet with the group if requested
- Keep an agreed written record of any meeting held and advice given
- Keep all discussions confidential

If this proves unhelpful then the complaint may be taken to the Proprietor, Pene Grimster

In certain circumstances it will be necessary to involve the Local Registration and Inspection Unit.

Complaints should be made constructively and resolved at the earliest stage, and in the best interests of all users of the centre, complaints must be taken seriously, treated fairly and sensitively, written details kept, and all information should be confidential.