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Passports Complaints Procedure

It is the policy of Comann Each nan Eilean- The Eriskay Pony (Purebred) Studbook Society that any complaints (specifically concerning Passports) are dealt with in the following manner:

- i) That written acknowledgement of receipt of the complaint or appeal will be provided by return;
- ii) Written confirmation to be provided within 15 days of how the complaint is to be dealt with;
- iii) Written confirmation of the outcome, including any procedures to appeal that outcome.

