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## **COMPLAINTS PROCEDURE**

We aim to fulfil our obligations to our members and the general public courteously, efficiently and always within the law. This obligation is particularly relevant in respect of our obligations as a horse passport issuing organisation (PIO).

We hope you won't have reason to complain but, if you wish to do so please follow these procedures:-

### **WHAT YOU SHOULD DO**

Put your complaint in writing giving details of your name, address and contact telephone number, indicating whether your complaint is a personal one or you are making it on behalf of another.

Send it recorded delivery to The CEnE Secretary at Scrien View, Baile, Isle of Eriskay, Outer Hebrides, HS8 5JL

### **WHAT WE WILL DO**

1. Either the chairman or Secretary will write to acknowledge your complaint within three days of receiving it.
2. We will telephone you within ten working days to try to find a mutually agreeable solution
3. If we have been able to reach agreement will write to you confirming the details.
4. If we have not been able to agree a solution your complaint will be considered at our next Committee or Board Meeting.
5. Within three working days of the meeting we will contact you by mail, email or telephone to propose a solution to your complaint.

### **WHAT HAPPENS NEXT**

If our proposed solution is unacceptable and if the complaint involves legislation or operating matters the matter may then be referred by either party to the relevant authorities for a final decision.