

## **Furness Group Riding for the Disabled**

### **Complaints Policy: January 2018.**

Furness Group views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person (or organisation) that has made that complaint.

Our Policy is:

- \*To provide a fair complaints procedure which is clear and easy to use.
- \*To publicise the existence of a complaints procedure so people know how to contact us to make a complaint.
- \*To make sure everyone knows what to do if a complaint is received.
- \*To make sure all are investigated fairly, confidentially and in a timely way.
- \*To make sure complaints are, wherever possible, resolved, and that relationships are maintained.

#### **Definition of a Complaint:**

An expression of dissatisfaction, whether justified or not, about any aspect of the Group.

Complaints may come from, for example:

Volunteers, riders, teachers, parents, stable staff, paid staff etc

In other words, any person who has a legitimate interest in the Group.

A complaint can be received verbally, by phone, email, or in writing to any trustee.

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Overall responsibility for this policy and its implementation lies with the above Trustees. It will be reviewed regularly and updated as required.