



SPSS Information Sheet 2

Complaints and Appeals Procedure

Overview

Customer Service is important to the SPSS and we endeavour to provide a high quality service at all times.

If you have an issue, please contact us to discuss it as soon as possible and we will try to resolve it informally. However, if you would like to register a formal complaint or if you want to appeal against a decision we have made, please follow the procedure below and we will then investigate formally.

Informal Contact Details

To contact us informally, please email us on sportsponies@gmail.com; phone the Studbook Secretary (Philippa Cole) on 07703 566066

Formal Process

Please make your complaint or appeal in writing to SPSS Head Office either by post or email clearly indicating that it is a complaint or appeal and providing as much detail about the issue as possible.

We will then:

- (1) Provide written (by post and/or email) acknowledgement of receipt of the complaint or appeal within 1 working day of receipt.
- (2) Provide, within 15 working days, written confirmation of how the complaint/appeal will be dealt with.
- (3) Provide written confirmation of the outcome, including a procedure to appeal that outcome if applicable.

Formal Contact Details

To contact us formally, please email us on sportsponies@gmail.com or write to us at:

SPSS Studbook Office, The Last House, Keysoe Row West, Keysoe, Bedfordshire MK44 2JJ