



## CUSTOMER COMPLAINT PROCEDURE

**Please address all complaints to us in writing.** This ensures the most appropriate person will handle your complaint; plus results in a clear record, including timelines, from start to finish.

Any complaint will be acknowledged within 24 hours and usually will have been responded to within 48 hours – if greater time is required, this will also be advised.

As we take all complaints very seriously, an in-depth investigation will ensue to ensure the matter is dealt with confidentially and objectively; with the aim of achieving the fairest result, hopefully to the satisfaction of all involved. Please note complaints against our company policies will usually be responded to on the same day.

**Please do NOT make in-person complaints** to members of staff. Frontline staff are neither equipped nor authorised to resolve such matters, and the only result will be increased frustration for the client.

Office and Yard Staff are NOT to be approached with complaints and confrontation with any member of staff, for whatever reason, will not be tolerated.

Please send a concise account of your complaint, including dates, times and names to:

[riding@lavantequestrian.co.uk](mailto:riding@lavantequestrian.co.uk)