Little Gems
Wellbeing Centre

Complaints Procedure

Overview

Complaints regarding the services or facilities that we provide or offer are extremely rare. We pride ourselves on the quality of the services provided to clients and the care that we offer to our horses. We welcome constructive feedback and recognise that complaints may provide us with a valuable opportunity to correct shortcomings and enhance our services.

How to Complain

Complaints should be made to:

Name: Lorraine Webster

Email: lorraine@oldtigerstables.co.uk

Telephone No: 07887 637121

If a complaint relates to allegation of ill treatment of a child, young person or adult-at-risk, then please contact the Centre Safeguarding Officer.

When a Complaint is Received

The following details of a complaint will be recorded:

- Name of complainant and their contact details
- Date of receipt
- Nature of complaint

Responding to a Complaint

We will acknowledge receipt of the complaint within 2 working days.

Depending upon the nature of the complaint, we will either:

- Offer to meet with the complainant to discuss the complaint before initiating an investigation, or
- Initiate an investigation to ascertain the facts

Once an investigation has been initiated, we will aim to respond to the complainant within 5 working days and provided them with either of the following outcomes:

• The complaint has been investigated and that the matter is now closed, or

• The complaint has been referred to a competent authority for resolution

We are often not able to divulge the findings of an investigation to a complainant or any third party because the information has elements that must remain confidential to comply with employment or other law. We will seek, however, to provide assurance upon closure of the investigation that appropriate action has been initiated in response to the complaint.

Appealing the Results of an Investigation

If a complainant is unhappy with the way that the investigation has been handled, they should either:

- Contact the Association of British Riding Schools, Livery Yards and Riding Establishments (ABRS+) and to whom we are affiliated. The ABRS+ will investigate serious complaints where there is evidence that a Riding Establishment has not complied with an ABRS+ Policy or ABRS+ Code(s) of Conduct. The ABRS+ will not investigate complaints where alternative processes exist with the statutory regulatory authorities (such those associated with Council Licensing or Trading Standards). Details on ABRS+ Policies, Codes of Conduct and Complaints procedure can be found at: https://www.abrs-info.org/about/.

- The Council Licensing Officer. Their details can be found on the Riding Establishment Licence that is displayed on our Notice Board.

Signed:

Name: Hayley James (Manager)

Date: 02 / 10 / 2025