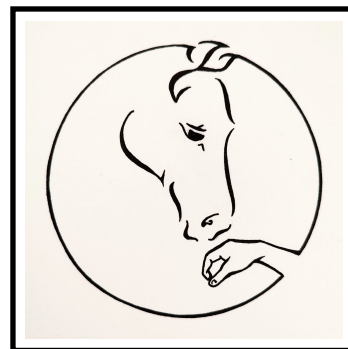


WILTSHIRE EQUINE ASSISTED LEARNING

Wick Yard, Bath rd, Farleigh Wick
Bradford on Avon, Wiltshire, BA15 2PU
07368 1555557



Complaints Procedure

Our Complaints Procedure is available for learners, learners' relatives, centre staff and employers, commissioners.

In cases of complaint, an attempt should first be made to resolve the matter informally with the member of staff concerned. If agreement cannot be reached, then the complaint should be made in writing to the Director of Wiltshire Equine Assisted Learning.

The Director will acknowledge the complaint and ensure details are logged and investigated.

The Centre Manager will reply to a complaint as quickly as possible, and normally within 14 working days. If the complainant remains dissatisfied, then s/he will be invited to attend a meeting of the Appeals Panel.

This meeting will consist of the complainant and the complainant's advocate if required, the staff member concerned and the Managing Director and another member of the Board of Directors.

The Appeals Committee may:

- Uphold the appeal.
- Dismiss the appeal and uphold the original decision
- Make recommendations as to future practice

The result of the investigation will be sent to the complainant. If no response is received within five working days, it will be assumed that the member is now satisfied.

The decision of the Appeals Committee will be final.

A summary of complaints and appeals will be made available on an annual basis to the Board of Directors for discussion and review in order to improve our services.

Director's Signature Hannah Lindsay (Director)

Date 01.09.25

Next Review date 01.09.26