

## COMPLAINTS - APPEAL PROCEDURE

Weatherbys prides itself on providing an excellent level of customer service – but there may be times when you wish to complain about something that we did not get quite right. When that happens, we would encourage you to tell us about your complaint so we can put things right.

### **For Great Britain please contact:**

Weatherbys GSB Ltd / Weatherbys ID Passports  
Sanders Road  
Wellingborough  
Northamptonshire  
NN8 4BX  
**Tel:** +44 (0)1933 440077 **Fax:** +44 (0)1933 304758  
**Email:** shyman@weatherbys.co.uk

### **For Republic of Ireland and Northern Ireland please contact:**

Weatherbys Ireland GSB Ltd  
Tara Court  
Dublin Road  
Naas  
Co. Kildare  
Ireland W91 NF22  
**Tel:** +353 (0)45 879979 **Fax:** +353 (0)45 879691  
**Email:** info@weatherbys.ie

### **Our Complaints Procedure**

1. We provide written acknowledgement of the complaint and the name and contact details of the member of staff dealing with the matter.
2. We confirm how the complaint will be dealt with and in what timeframe (immediately if possible, otherwise Weatherbys aims for within 48 hours or up to one week).
3. We provide written confirmation of the outcome of the complaint.
4. If the complaint is not solved, a letter should be sent within 8 weeks of the original complaint, clearly explaining why we have been unable to resolve the matter. This letter will also outline the appeal procedure.
5. Records will be maintained by the line manager, relating to any complaints received. These records will be available for inspection if required. These records will include the name of the complainant, the substance of the complaint and all relevant correspondence. It will also include any offer of redress, accepted or refused, by the claimant. These records will be held for no more than two years.

### **Our Appeal Procedure**

1. If the client is not satisfied with the solution/process, they may appeal to the Stud Book Registrar. This appeal should be made in writing, detailing the cause of dissatisfaction and may offer suggested resolution(s).
- 2a. If the Stud Book customer is not satisfied with the outcome of this appeal, they may wish to take their case to GSB Technical Committee for consideration of GSB and NTR cases.
- 2b. If the ID Passport customer or Thoroughbred/Non Thoroughbred Passport customer is not satisfied with the outcome of their appeal, they may wish to take their case to one of the following bodies:

### **Great Britain Customers**

Department for Environment, Food and Rural Affairs, Horse Passports Team, Area 5E,  
9 Millbank, c/o Nobel House, 17 Smith Square, London, SW1P 3JR

### **Republic of Ireland Customers**

Department of Agriculture, Food and Marine, Livestock Breeding, Production and Trade  
Division, Government Buildings, Farnham Street, Cavan, Co. Cavan, Ireland

### **Northern Ireland Customers**

Department of Agriculture and Rural Development, Dundonald House, Upper Newtownards  
Road, Belfast, Co. Antrim, BT4 3SB