

CONDITIONS OF ENTRY TO THE NON-THOROUGHBRED REGISTER

DEFINITIONS OF TERMINOLOGY USED WITHIN THE CONDITIONS OF ENTRY

BREEDER - the person or entity whose name has been recorded as the owner of a mare at the time her foal was born. Weatherbys reserve the right to amend such records in light of subsequent corrections received. Foal Share Registration allows a breeder to record a third party as joint breeder of a foal. Loan Agreement Registration allows a breeder to record a third party as the breeder of a foal out of their mare for a given year.

BREEDING CLEARANCE NOTIFICATION (BCN) - this document informs a Stud Book Authority that a broodmare or a stallion has been temporarily exported for a period of less than 9 months.

BROODMARES

To be eligible for registration as a broodmare in this Register, a mare must be able to show:-

- 1. That she has won a flat race, steeplechase or hurdle race under the Rules of Racing of any recognised Turf Authority or a Point-to-Point Steeplechase in Great Britain or Ireland, or
- 2. That she has bred such a winner, or
- 3. That she is closely related to such a winner, or
- 4. That she was herself registered as a foal in a previous volume of this Register, or
- 5. That though fulfilling none of the above conditions, she can show other reasonable cause for being considered eligible.

In addition to satisfying one of the above eligibility conditions, the mare must have a registered name under the Rules of Racing prior to registration as a broodmare. It should be noted that where a mare is registered as a broodmare with a VII suffix as part of its name (denoting unregistered pedigree), such mares are not eligible to race under the Rules of Racing in Great Britain or Ireland.

COVERING CERTIFICATE - Is the property of Weatherbys and shall be completed by the stallion owner or their representative for each mare covered. The Covering Certificate shall include each mare's details, mare owner details, first and last service dates and declaration of natural service. The owner of the Broodmare or their representative, shall return this Weatherbys Covering Certificate with the foal registration form for the subsequent Stud Book return (whether the result is positive or negative). The Covering Certificate shall be lodged with Weatherbys for subsequent foal registration.

FOREIGN MARE - A foreign mare is a mare from outside Great Britain, Northern Ireland and The Republic of Ireland.

GENERAL STUD BOOK - the International Stud Book Committee (ISBC) Approved Thoroughbred Stud Book to record the births of Thoroughbred progeny born in Great Britain and Ireland subject to these overall Conditions of Entry. The General Stud Book is the Stud Book of origin for the Thoroughbred horse. Weatherbys are the Originators, Proprietors and Publishers of the General Stud Book and the creators of the database record.

INTERNATIONAL STUD BOOK COMMITTEE - the body which establishes the standards by which all Thoroughbred Stud Books around the world have agreed to operate since 1976.

NATURAL GESTATION - natural gestation shall take place in, and delivery shall be from the body of the same Mare in which the Foal was conceived. Any foal resulting from or produced by the processes of Artificial Insemination, Embryo Transfer, Cloning, or any other form of genetic manipulation not herein specified, shall not be eligible for registration in the Non-Thoroughbred Register or any Approved Non Thoroughbred Register.

NATURAL SERVICE - A Stallion's mating with a Mare which is the physical mounting of a Mare by a Stallion with intromission of the penis and ejaculation of semen into the reproductive tract. As an aid to the mating, a portion of the ejaculate produced by the Stallion during such mating may immediately be placed in the reproductive tract of the Mare being bred. It should be noted that a natural gestation must take place in, and delivery must be from, the body of the same Mare in which the foal was conceived. Any Foal resulting from or produced by the processes of Artificial Insemination, Embryo Transfer or Transplant, Cloning, or any other form of genetic manipulation not herein specified, shall not be eligible for registration in The Non-Thoroughbred Register. (See also "Service to produce an eligible foal" within the Conditions of Entry and "Disqualification" within the Important Information Section following).

NON THOROUGHBRED REGISTER - A racing register for horses that do not qualify for entry in the General Stud Book.

NO RETURN - where a covering is recorded with the General Stud Book but no subsequent outcome.

PROPRIETORS OF THE GENERAL STUD BOOK - Weatherbys, the founders of the Mother Stud Book for the Thoroughbred.

PROPRIETORS OF THE NON THOROUGHBRED REGISTER - Weatherbys own and publish the Non-Thoroughbred Register

STALLIONS

To be represented by produce in this Register, a stallion must:-

- 1. Be registered as a stallion in the General Stud Book, or the Stud Book of a recognised Turf Authority outside Great Britain and Ireland, as defined in the Rules of Racing, or
- 2. Be registered as a stallion in this Register by having been able to show:-
 - a) That he has won a flat race, steeplechase or hurdle race under the Rules of Racing of any Turf Authority or a Point-to-Point Steeplechase in Great Britain or Ireland, or
 - b) That he has already sired the winner of a race listed in 2.a) above, or
 - c) That he was himself registered as a foal in a previous volume of this Register

In addition to satisfying one of the above eligibility conditions, the horse must have a registered name under the Rules of Racing at the time of covering. Notwithstanding the above Conditions the Proprietors of the Non-Thoroughbred Register reserve the overall right to decide what horses can at any time be admitted, excluded, or removed from the Register and related publications.

THOROUGHBRED - A Thoroughbred is a horse which is recorded in a Thoroughbred Stud Book Approved by the International Stud Book Committee at the time of its official recording.

VETERINARY SURGEON - a qualified Veterinary Surgeon who shall not be the breeder, owner or trainer of the horse to which a markings certificate, blood sample or microchip implantation relates.

WEATHERBYS STALLION RETURN FORM - This form is to be completed by the stallion owner or their representative and returned direct to Weatherbys before 1st September of the covering year. The covering information provided will be used exclusively for publication in the Return of Mares annual.

CONDITIONS OF ENTRY TO THE NON-THOROUGHBRED REGISTER

The Non-Thoroughbred Register records the births of Non-Thoroughbred progeny born in Great Britain and Ireland subject to these overall conditions of entry - see Definitions of Broodmare and stallion of the Non-Thoroughbred Register.

IDENTITY

Before any Stallion or Mare can be registered in the Non-Thoroughbred Register as breeding stock, the animal's identity shall be established. This is achieved:

- 1. By the completion of the appropriate Stallion or Broodmare Registration Form by the animal's owner or their representative, recording the animal's name, colour, age, pedigree, present owner, and previous history so far as known and
- 2. By reference to its Passport and
- 3. By the provision of current markings of the animal, taken by a Veterinary Surgeon, or, in the case of broodmares, a written declaration by the owner or agent that the mare markings contained in her passport match the mare and the applicant has no reason to doubt that they are applying for registration of the correct mare. (Foreign broodmares which have not been previously identified will require markings to be submitted) and
- 4. By comparison of the animal's DNA or bloodtype with any necessary sample taken by a Veterinary Surgeon.

In the case of imported animals an Export Certificate identifying the animal shall be received from the Stud Book Authority from which the horse has travelled. For imported animals visiting Great Britain and Ireland for less than nine months a Breeding Clearance Notification issued by the Stud Book Authority of the country from which it has travelled is required.

No animal shall be registered as breeding stock retrospectively, after it has died, except at the discretion of the Proprietors of the Non-Thoroughbred Register and only if the animal's DNA or blood type has been officially established.

OWNERSHIP

For every Stallion or Mare registered as breeding stock the name and address of the owner of the animal shall be recorded with the Non-Thoroughbred Register. This requirement is necessary for the purpose of the administration of the Non-Thoroughbred Register only, and it is stressed that ownership recorded by the Non-Thoroughbred Register does not amount to legal registration of title to the animal and must not be construed as such.

REGISTRATION OF FOALS BORN IN GREAT BRITAIN OR IRELAND CURRENT RETURNS

For the produce of a Mare to be registered in the Non-Thoroughbred Register whose registration is sought within the foaling year the following shall all be received from the Breeder or their representative:

- 1. An official Covering Certificate, signed by the Stallion Owner or their representative, or an electronic equivalent authorised by the Proprietors, and issued by an Approved Stud Book Authority which also registers foals on electronic covering certificates, confirming the first and last dates of service of the Mare in the previous year, the Stallion Owner's or their representative's satisfaction as to the correct identity of the Mare and that the offspring shall be the result of a natural service (see also "Service to produce an eligible foal" within these Conditions and "Disqualification" within the Important Information section following).
- 2. An official Foal Registration Form signed by the Breeder or their representative or an electronic equivalent authorised by the Proprietors, giving the required details of the produce, namely the colour, sex, date of birth and country of foaling. Twins shall be indicated.

In the event of NO LIVE PRODUCE the official Return Form shall still be completed indicating whether the Mare was Barren, Aborted Early, or Slipped, or that produce was Born Dead or has Died. Failure to report this information will result in the term "No Return" appearing on the Mare's produce line. This detracts from the completeness of the information supplied to the Industry and the mare's breeding record.

- 3. A DNA sampling form or Foal Identification Certificate stating the parentage, colour, sex and date of birth of the produce, prepared by the Veterinary Surgeon and showing a written and graphic description of the markings of the produce, prepared, signed and dated by a Veterinary Surgeon. Markings should be taken before the Foal is four months old.
- 4. Blood Samples from the Foal, and where necessary, the Mare and Stallion, each taken by a Veterinary Surgeon, to confirm that the Mare and Stallion qualify as the parents of the Foal by DNA or bloodtyping parentage verification.

Weatherbys reserve the right to retain a portion of each sample for future reference in parentage verification and identity checks and to ensure the integrity of the Non-Thoroughbred Register.

- 5. Confirmation that the Foal has been implanted with a microchip as an aid to its identification in future. Such microchip to be of the specification approved by the Proprietors of the Non-Thoroughbred Register, and such implantation to be in the area of the nuchal ligament, mid crest, on the Foal's left hand side, or (in exceptional cases) as the Proprietors of the Non-Thoroughbred Register may direct.

Confirmation for this purpose, is provided by the Foal DNA Sampling form or Foal Identification Certificate being signed and dated by the Veterinary Surgeon to the effect that he implanted the microchip into the same animal of which he took the markings and from which he took the DNA sample. The microchip number bar code label shall be affixed by the Veterinary Surgeon to the animal's Foal DNA sampling form and the DNA sample.

- 6. Payment of the foal registration fee.

The above requirements apply to produce which are registered in their year of foaling.

LATE RETURNS

For produce whose registration is not sought or completed until after their year of foaling and a blood sample was **not** received in the year of foaling, in addition to the above requirements for current returns, the following will apply. (See New Important Information section which indicates BHA Anti-doping timeframes and consequences and the definition of a Late Registration).

For produce which were not registered in their year of foaling, the Late Return process requires:

- 1. a) A completed Late Return form or electronic equivalent
- b) Foal markings form completed within four months of birth and a fresh blood sample and current markings taken by a Veterinary Surgeon or
- c) Evidence which proves the age of the produce beyond all reasonable doubt and a fresh blood sample and current markings taken by a Veterinary Surgeon or
- d) Blood sample and markings from the Foal, and, where necessary, samples from the Mare and Stallion each taken by a Veterinary Surgeon to confirm that the Mare and Stallion qualify as the parents of the Foal by DNA or bloodtyping parentage verification. In certain circumstances, at the discretion of the Proprietors of the Non-Thoroughbred Register, a full parentage test, based on bloodtyping and a partial DNA parentage test, based on one parent only, may be accepted. Also evidence which proves the age of the produce beyond all reasonable doubt.
- 2. The fee at the then current rate for late foal registration must be paid.

For produce whose registration is not sought or completed until after the year of foaling but for which a blood sample for the produce **was** received in the year of foaling.

- 1. A completed Late Return form or electronic equivalent
- 2. Should a Foal Marking Form, completed within four months of birth not be available, provision of evidence which proves the age of the produce beyond all reasonable doubt will be required.
- 3. The fee at the then current rate for late registration must be paid.
- 4. A fresh blood sample and fresh markings from the foal taken by a Veterinary Surgeon to ensure that the blood/DNA type is consistent with the blood/DNA type established previously.
- 5. In place of requirement 4. under Registration Of Foals Current Returns above:- markings and a blood sample from the Foal and, if necessary, samples from the Mare and Stallion, each taken by a Veterinary Surgeon, to confirm that the Mare and Stallion qualify as the parents of the Foal through DNA parentage verification.

All genetic typing results and details are maintained in the strictest confidence and are only disclosed to other appointed and approved Stud Book Authorities at Weatherbys' discretion. The Non-Thoroughbred Register conducts routine genetic typing and parentage verification of all horses applying for recording in the Register. Weatherbys reserve the right to retain a portion of each sample for future reference in parentage verification and identity checks and to ensure the integrity of the Non-Thoroughbred Register.

Incomplete Returns

Returns which are incorrect and/or incomplete, or which lack any of the required supporting documentation, shall not be accepted and will be returned to the Breeder for completion.

The rate of fee payable for registering produce will be the rate applicable on the date when the completed return is received.

SERVICE TO PRODUCE AN ELIGIBLE FOAL

A Foal is not eligible to be registered in the Non-Thoroughbred Register unless it is the result of a natural service and gestation (see definitions)

BROODMARES AND STALLIONS

Whenever a Mare or Stallion changes hands the Passport shall be returned either to the Stud Book Department at Weatherbys GSB Ltd, Sanders Road, Wellingborough, Northamptonshire, NN8 4BX, or to Weatherbys Ireland GSB Ltd, Tara Court, Dublin Road, Naas, County Kildare, Irish Republic, for endorsement into the new owner's name. No return for that Mare shall be accepted from the new owner until this endorsement has been effected.

Broodmare and Stallion Passports are the property of the General Stud Book/Non-Thoroughbred Register and shall be returned on demand. Samples for DNA analysis/bloodtype are used for parentage verification cases and identity checks and to ensure the integrity of the Non-Thoroughbred Register.

COVERING CERTIFICATES

Recording of Coverings

If the hard copy system is used by the Stallion Owner or their representative, books of Weatherbys Covering Certificates and Weatherbys Stallion Return Forms will be issued for each Stallion when it is registered for breeding each season. Stallion Owners or their representatives shall:

- 1. enter on the Weatherbys Certificates and Weatherbys Stallion Return Form the details of every Mare covered by their Stallion in the season. In particular, if a Mare is covered by more than one Stallion, a separate entry must be made for each Stallion.
- 2. provide a Weatherbys Covering Certificate to the Owner of each Mare covered by their Stallion.
- 3. return the completed Weatherbys Stallion Return Form to the Stud Book Department in Wellingborough or Naas by 1st September of that covering year

It is a condition of the issue of Weatherbys Covering Certificates that the Weatherbys Stallion Return Forms shall be returned not later than 1st September in the year of covering. No Weatherbys Covering Certificates can be issued for a Stallion for whom Weatherbys Stallion Return Forms are outstanding from the previous year. Prompt return of the Weatherbys Stallion Return Form is essential to the Non-Thoroughbred Register recording system, and for the early and complete analysis and publication of the season's covering activities.

- 4. The Stallion Owner or their representative, shall sign a statement that the mating was natural service (See Definitions and see "Service to produce an eligible foal" and "Disqualification").

If the electronic system (Internet Covering Service - ICS) is used by the Stallion Owner or their representative, they shall:

- 1. record coverings and release the electronic Weatherbys Covering Certificate via ICS. If a Mare is covered by more than one Stallion, a separate entry must be made for each stallion
- 2. release the electronic Weatherbys Covering Certificate for every mare covered
- 3. press the red button on ICS by 1st September of the year of covering. No Weatherbys Covering Certificates can be issued for a Stallion for whom the Weatherbys Stallion Return Form are outstanding from the previous year whether paper or electronic.
- 4. Electronically confirm that all coverings recorded via ICS were natural service (see Definitions)

OFFICE OF REGISTRATION

Mares and Stallions normally domiciled in Great Britain and visiting *foreign mares, requiring registration in the Non-Thoroughbred Register shall be registered through the offices of Weatherbys GSB Ltd, in Wellingborough, Northamptonshire. Foals out of Mares normally domiciled in Great Britain and Foals out of *foreign Mares visiting Great Britain, requiring registration in the Non-Thoroughbred Register shall be registered through the offices of Weatherbys GSB Ltd. in Wellingborough, Northamptonshire, unless the Foal was born in the Republic of Ireland, in which case the Foal shall be registered with Weatherbys Ireland GSB Ltd. to comply with Irish law.

Mares and Stallions normally domiciled in the Republic of Ireland and Northern Ireland, and visiting *foreign Mares requiring registration in the Non-Thoroughbred Register, shall be registered through the office of Weatherbys Ireland GSB Ltd., in Naas, Co. Kildare. Foals out of Mares normally domiciled in the Republic of Ireland and Northern Ireland and Foals out of *foreign Mares visiting the Republic of Ireland and Northern Ireland, requiring registration in the Non-Thoroughbred Register shall be registered through the offices of Weatherbys Ireland GSB Ltd in Naas, Co. Kildare.

It is stressed that this Return of Mares is an early supplement to the last published volume of the Non-Thoroughbred Register and information recorded herein may therefore be subject to later correction.

IMPORTANT INFORMATION SECTION

BROODMARES AND STALLIONS

Passports are Issued for every Mare or Stallion that has been registered as breeding stock. The Passport shows the descriptive particulars registered in respect of the animal, and records its reported ownership, however, it is not a certificate of ownership. A Passport is issued as the official identification document of the animal to which it refers, though while the information contained is believed to be correct its accuracy cannot be guaranteed, particularly where this is dependent on information supplied. (See also Important Notice). The passport should accompany the horse at all times unless required for administrative purposes. It is the responsibility of every Mare Owner to ensure that they are in possession of this Document of Identity so that it can be presented to the Stallion Owner or their representative prior to the covering or foaling of the Mare and that the Mare is checked against her passport markings.

COAT COLOURS AND GESTATION PERIODS

Notwithstanding that a complete return may be made for a Foal, and that the Foal may qualify by blood or DNA typing as being the progeny of its stated parents, the application to register the Foal may be refused either if its reported coat colour is inconsistent with the registered coat colours of its stated parents, or if the reported gestation period of its dam is significantly at variance with generally accepted limits.

COLOUR CLASSIFICATION

Following a decision taken by the International Stud Book Committee in 2008, horses with colours described as skewbald, piebald, spotted or derivatives thereof, are recorded as "painted" - abbreviated to "pt". The published colour for the horse in racecards, the Non-Thoroughbred Register and the Return of Mares is "pt". The passport and any export certificates show "painted (skewbald)", "painted (piebald)", "painted (spotted)".

DISQUALIFICATION

Modification of the heritable genome of a prospective or registered Thoroughbred, during its conception, gestation or at any stage thereafter in its existence, will result in that horse forfeiting its status as a Thoroughbred under Article 12B of the International Agreement for Breeding, Racing and Wagering. This rule also applies to the Non-Thoroughbred Register as a racing register.

DNA AND BLOODTYPING

The laboratory officially designated to carry out blood typing and DNA typing for the Non-Thoroughbred Register is:

Weatherbys Ireland Laboratory

The Irish Equine Centre

Naas

Co Kildare

Ireland

In addition:

The Department of Immunogenetics,

Animal Health Trust, Lanwades Park, Kentford,

Newmarket, Suffolk, CB8 7UU

has been designated as an official Laboratory for DNA typing.

DNA/Bloodtype analysis is employed in parentage verification cases and identity checks. In addition, Weatherbys reserve the right to retain a portion of each sample for future reference in parentage verification and identity checks and to ensure the integrity of the Non-Thoroughbred Register.

Samples submitted shall be taken by a Veterinary Surgeon. For the purpose of these Conditions of Entry an animal's blood or DNA type shall not be considered to be officially established unless either it has been established by one of the above laboratories, based on a sample submitted to that laboratory, and notified to the Proprietors of the Non-Thoroughbred Register, or, in certain circumstances, it has been established by the officially designated laboratory of an Approved Stud Book Authority overseas. The circumstances under which blood or DNA types established by overseas laboratories as above will be accepted are:

- 1. In exceptional cases, and only if the animal concerned has died before a valid blood or DNA sample could reasonably have been taken from it, to establish the blood or DNA type of an imported Broodmare or Stallion (see Identity, above),
- 2. In the case of Stallions only, for the purpose of parentage testing a Foal conceived abroad and imported in utero (see Registration of Foals, above), provided that the blood type or DNA type so established and notified to the Proprietors of the Non-Thoroughbred Register is considered sufficiently comprehensive for the purpose.

Such sample or DNA analysis/bloodtype to be used in parentage verification cases and identity checks and to ensure the integrity of the Non-Thoroughbred Register.

IDENTITY DOCUMENTS

A Passport is issued in respect of each horse, foaled in 1991 and onwards, in Great Britain or Ireland and registered as produce in the Non-Thoroughbred Register. For horses foaled in 1990 or earlier, a Foal Identity and Vaccination Certificate was issued. These documents show the descriptive particulars registered in respect of the animal, and are issued as an aid to the identification of the animal to which it refers and for its vaccination record to be maintained. They are not a certificate of ownership. While the information contained is believed to be correct, its accuracy cannot be guaranteed, in particular where this is dependent on information supplied. (See also Important Notice). Passports and Foal Identity and Vaccination Certificates are the property of the Non-Thoroughbred Register and must be returned on demand.

LATE RETURNS RACING IMPLICATIONS

In Great Britain, the British Horseracing Authority anti-doping rules require 2015 foals to be registered within 14 months of birth and 2016 foals to be registered within 12 months of birth. Foals registered outside these timeframes will not be eligible to race in Great Britain.

LATE RETURNS FOOD CHAIN IMPLICATIONS

Applications received after the later of six months from the animal's birth or the 31st December in the year of its birth are considered by Government to be late returns and will be automatically signed out of the human food chain at issue in line with legislative requirements in both Great Britain and Ireland.

OWNERSHIP CHANGES

In the Republic of Ireland where an Equine changes hands a change of ownership form shall be completed under Irish law, by the purchaser to include the date of purchase and their premises registration number. This application to transfer ownership should be lodged with the Passport Issuing Organisation within 30 days of acquisition. The completed change of ownership form should be sent to Weatherbys Ireland GSB Limited, Tara Court, Naas, Co. Kildare and shall be accompanied by the horse's passport and relevant change of ownership fee. The ownership details will be recorded on Weatherbys database and in the horse's passport, which will be returned to the new owner. The 30 day timeframe for recording change of Ownership also applies in Great Britain.

PASSPORT INTEGRITY PROCEDURES

Passports issued by Weatherbys remain the property of Weatherbys and constitute the identity and veterinary record for a horse. Weatherbys also maintain the passports of foreign bred horses whilst in their jurisdiction. The integrity of the content of the passport is paramount for racing, breeding, sales, domestic and international travel, veterinary treatment and slaughter purposes. In the interest of clarity, no entry in a passport may therefore be amended unless in the following manner. A line should be drawn through the error and a signature and date recorded against the error by the responsible person. Ambiguous or confusing entries in the passport are to be avoided. Passports received will be checked for any unofficial amendments, evidence of modification, tampering or fraud. Where necessary the passport page affected or, at Weatherbys' discretion, the entire passport, will be replaced for which a fee may be charged. Unofficial amendments to markings or microchip numbers may instigate an identity query case over the horse - the costs of which to be borne by the applicant. In compliance with the Equine Passport Regulations, the replacement passport subsequently issued must indicate that the horse is signed out of the human food chain. This will be noted on Weatherbys' database. In cases of fraud/deliberate tampering, the case will be referred to the enforcement authorities.

It should be noted that the above requirements may be in addition and complementary to the requirements laid down in Great Britain by DEFRA and in Ireland by The Ministry for Agriculture, Food and the Marine.

SALE OF IN FOAL MARES AT PUBLIC AUCTION

The conditions of the principal sale companies of Great Britain and Ireland stipulate that no in-foal mare entered in their catalogues can pass through the ring unless the relevant Covering Certificate is lodged with the Auctioneer prior to sale.

COMPLAINTS PROCEDURE

In the event of a complaint:

For Great Britain please contact:

Weatherbys GSB Ltd, Sanders Road, Wellingborough, Northamptonshire NN8 4BX

Tel: +44(0)1933 440077, Fax: +44 (0) 1933 304758

Email : dharvey@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) 45879979, Fax +353 (0) 45879691

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 resolved, 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 shall 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.

For further details please visit www.weatherbys.co.uk