



## Kingsleighs Equine Education Centre

*"A specialist post 16 equine college"*

### General Therapeutic Intervention Complaints Procedure

Reviewed	Date of Next Review	Responsibility
March 2023	March 2025	Director of Equine

#### **Our Mission:**

**'To allow young people equine opportunities to develop aspirations and define a future'**

#### **Our Values:**

- **Teamwork** – we hold ourselves and each other to account and are better when we work together
- **Compassion** – we act with trust, honesty and kindness in everything we do
- **Inclusion** – we treat each other fairly and with respect
- **Innovation** – we encourage thoughtful, creative and aspirational ideas
- **Pride** – we encourage each other to be proud of who we are and what we do

The following is a summary of the procedure for submitting a complaint to the KEEC. For detailed information of the Centre's complaints policies and procedures please refer to the Complaints Policy document available on our website and from our office.

KEEC is committed to providing a quality service for its participants and working in an open and accountable way that builds the trust and respect of all our stakeholders. One of the ways in which we can continue to improve our service is by listening and responding to the views of our participants, carers, volunteers and stakeholders, and in particular by responding positively to complaints.

Therefore we aim to ensure that:

- making a complaint is as easy as possible
- we treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response
- we deal with it promptly, politely and, when appropriate, confidentially
- we respond in the right way – for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc.
- we learn from complaints, use them to improve our service, and review annually our complaints policy and procedures



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We recognise that many concerns will be raised informally and dealt with quickly. Our aims are to:

- resolve informal concerns quickly
- keep matters low-key
- enable mediation between the complainant and the individual to whom the complaint has been referred

An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

### **Responsibilities**

KEEC defines a complaint as 'any expression of dissatisfaction (with a member of staff, with a volunteer or with a KEEC director) that relates to KEEC and that requires a formal response'

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

Kingsleighs Equine Education Centre's responsibility will be to:

- acknowledge the formal complaint in writing
- respond within a stated period of time
- deal reasonably and sensitively with the complaint
- take action where appropriate

A complainant's responsibility is to:

- bring their informal complaint, in writing, to KEEC attention normally within 2 weeks of the issue arising
- raise concerns promptly and directly with the Centre Manager. If the complaint in relation to the Centre Manager the complaint should be raised with the Directors.
- explain the problem as clearly and as fully as possible, including any action taken to date
- allow KEEC a reasonable time to deal with the matter
- recognise that some circumstances may be beyond KEEC's control e.g. weather conditions, animal mood etc.

Responsibility for Action:

Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and KEEC maintain confidentiality. However the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own merit). Should this be the case, the situation will be explained to the complainant.

Monitoring and Reporting:

Directors of KEEC will receive annually an anonymized report of complaints made and their resolution and complaints will be dealt with in accordance with KEEC's GDPR Policy.



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### Complaint Timeline and Procedure for Formal Complaints

1. Written complaint is received by Complaints Department and referred to the Director of Equine Therapy (Deni Harper-Adams) of the KEEC. All parties involved are informed that the complaint has been received.
2. The Director of Equine Therapy will call a meeting of the Board of Directors **within three weeks** of receipt of the complaint if no regular meeting is to be convened within that time. The Board will have a further **three weeks** to select individuals to form the complaint investigation panel and ensure that they are able and willing to undertake this responsibility.
3. The panel will set a date for meeting to examine evidence for and against the complaint which is a **minimum of four weeks** after the date the panel was formed. (Both the complainant and the party complained about will have the right to attend this complaints panel meeting and be accompanied by a person of their choice.)
4. The outcome of the complaints panel meeting will be communicated to the complainant and the party complained about **within two weeks** following this meeting.
5. Both the complainant and the party complained about have the opportunity to submit an appeal to the decision of the complaints panel meeting **no later than two weeks** after receiving the outcome.



In the event of any of the aforementioned members of staff or Board being subject of a complaint or having a conflict of interest, that person will absent themselves from the complaint procedure.



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### Submitting a Complaint

Complaints to the KEEC can be made in the following ways -:

#### Post:

- Complaints Department

Kingsleighs Equine Education Centre  
Cleeve Cottage  
Clifton Lower Farm  
Clifton Nr Severn Stoke  
Worcester  
WR89JF

#### Email:

- Kingsleighsedcentre@outlook.com

Following the exhaustion of the KEEC procedure, complaints made to Accredited Counsellors, Coaches, Psychotherapists and Hypnotherapists can be done so following its own Complaints Policy.

#### Post the Proforma for Submitting a Complaint to:

ACCPH,  
11 BizNIZ Point,  
Crown Hose,  
Dartford  
DA1 1DZ



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**Pro Forma Complaints Form**

<b>COMPLAINANT</b>			
<b>Name:</b>		<b>Address:</b>	
<b>Telephone:</b>			
<b>Email:</b>			
<b>COMPLAINT</b>			
<b>Complaint relates to the following person/party:</b>			
<b>Informal Complaints:</b> Have you raised the concerns informally in the first instance? <b>If yes</b> , please give details of who with and when:		Yes / No (circle) When and with whom (if applicable):	
<b>Brief outline of the complaint:</b> Outline a factual statement of the circumstances of the complaint. Attach any evidence or information in support of this complaint:			
<b>Witnesses:</b> List any witnesses that can corroborate the circumstances of the complaint. Include their contact details:			
<b>Remedy:</b> State preferred outcome should the complaint be upheld (requested remedy will be considered but cannot be guaranteed):			
<b>List any documents attached:</b>			
<b>Signed:</b>		<b>Date:</b>	