

# ABRS Complaints Form



If you have reason to consider that a representative of the ABRS, an ABRS Riding Establishment or an ABRS Livery Yard is not compliant with an ABRS Policy or ABRS Code(s) of Conduct and you have not been able to resolve your concerns directly with representative of the ABRS, ABRS Riding Establishment or ABRS Livery Yard, then please utilise this form to help the us to investigate the non-compliance and to advise you accordingly. It is important for you to complete all sections of this form.

The purpose of this form is to establish whether or not an ABRS Policy or an ABRS Code of Conduct has been breached.

Completion of the form cannot guarantee a resolution of a complaint. The ABRS will always try to deal with your complaint as expeditiously as possible.

Your Name: .....

Address: .....

..... Postcode: .....

Daytime Telephone Number: .....

Email: .....

Name of Horse (if a Livery Client): .....

Date of incident:..... Date of complaint:.....

Name of ABRS Representative, Riding Establishment or Livery Yard: .....

1. Please advise which element/aspect of an ABRS Policy or Code of Conduct has been breached:

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2. Please provide brief details of the nature of your complaint (you may wish to refer to evidence which is included with this complaints form): .....

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3. What attempt have you made to resolve this matter with the ABRS Representative or Riding Establishment/Livery Yard Proprietor or Manager? \_\_\_\_\_

4. What resolution are you seeking? \_\_\_\_\_

I declare that the information provided in this Complaints Form (and provided as evidence) is true and accurate. I undertake to notify the ABRS immediately if there is any material change to the information provided in this Complaints Form.

Notes:

It is expected that a complainant will have first made contact with the ABRs Representative or Riding Establishment/Livery Yard Proprietor or Manager to try and resolve any outstanding issues directly as once the ABRs becomes involved, relations between those being complained about and the complainant can become strained. If sending reports to substantiate your complaint (for example, a veterinary report), please ensure that you have the written consent of the individual who wrote the report before sending it to the ABRs. The ABRs will need to see this consent.

Please return this form to: Association of British Riding Schools, Blenheim Business Centre, Smithers Hill Shipley RH13 8PP Email: [office@abrs-info.org](mailto:office@abrs-info.org)