



Horse Sport Ireland Registrations Unit Customer Charter

Introduction

The Studbook Registrations Unit of Horse Sport Ireland (HSI) is committed to providing a high-quality, efficient, and customer-focused service for breeders, owners, and industry stakeholders. This Customer Charter outlines the standards of service you can expect from us and provides guidance on how to submit queries, seek assistance, or lodge a complaint.

Our Commitment to You

We aim to ensure that all interactions with the Studbook Registrations Unit are handled in a professional, transparent, and timely manner. Our commitments include:

1. Communication Standards

If you contact us by telephone:

- We will answer your call promptly and provide our name upon answering.
- If all our agents are busy, we will offer you the option to get a call back without losing your place in the queue.
- If we cannot answer your query immediately, while we have you on the phone, we will create an incident in our Query Management System. You will receive an automatic email with a ticket number for future reference. We will arrange for the appropriate staff member to contact you back with an update within **5 working days**.

If you contact us by email or in writing:

- We will acknowledge your email within **1 working day**.
- Our system will create a ticket number, which will be sent to you for future reference.
- We aim to respond to routine queries within **5 working days**.
- More complex issues requiring investigation will receive an interim response within **10 working days**, outlining the expected time frame for resolution.

If you visit our office:

- Our reception staff will direct you to the appropriate person or arrange for a callback if the relevant staff member is unavailable.
- If necessary, private meeting rooms will be made available.

- You also have the possibility to book an appointment in advance on our website by visiting the link [Appointment Booking System - Horse Sport Ireland](#)

2. Service Standards

You can use our online portal, [Horse Source](#), for the following services. Horse Source provides a more efficient and easier way to submit applications.

- Register horses with pedigree for the following Studbooks
 - Irish Sport Horse
 - Irish Sport Pony
 - Irish Draught
 - Irish Cob and Irish Part Bred Cob
- Register horses without pedigree or partial pedigree
- Change of Ownership
- Naming a horse/Changing the Name of a horse
- Endorsement and import notification of an animal
- Submit covering certificates

The above services can also be applied using paper [Forms](#).

The following services can currently only be submitted via a paper form but will be available on Horse Source in the future.

- Duplicates passport request
- Prefixes
- Adding pedigree

We process applications and requests in accordance with the following timelines:

Service	Processing Time frame
Foal Registrations (with all documents complete)	Within 20 working days of DNA confirmation
Ownership Transfers	Within 10 working days of receipt
Duplicate Passport Requests	Within 20 working days
Change of Studbook Registration (e.g., upgrading to a different section)	Within 20 working days , subject to eligibility and DNA confirmation.
Prefix Registration Requests	Within 10 working days
Corrections and Amendments including naming	Within 10 working days

Note: These time frames are contingent on receiving complete applications with all required documentation and payments.

3. Complaints & Dispute Resolution

If you are dissatisfied with the service provided, we encourage you to contact us so we can resolve the issue.

How to Submit a Complaint

Complaints should be submitted in writing via email or post, providing:

- Your name and contact details
- Details of your application or issue (including relevant reference numbers)
- A clear description of your concern

Complaints Contact:

Registrations Unit

Horse Sport Ireland,

Beech House, Millennium Park, Osberstown, Naas, Co. Kildare W91 TK7N

 Email: complaints@horsesportireland.ie

Complaint Resolution Process:

- We will acknowledge complaints within **2 working days**.
- We aim to provide a full response within **10 to 15 working days**.
- If further investigation is needed, an interim update will be provided.

For unresolved matters, you may escalate your complaint to the **HSI Complaints Section** for further review.

[Customer Charter - Horse Sport Ireland](#)

4. Customer Responsibilities

To help us provide the best service, we ask that you:

- Submit complete applications with all required documents and fees to avoid delays.
- Respond promptly to requests for additional information.
- Treat our staff with courtesy and respect.

5. Continuous Improvement

We continuously review our processes to improve efficiency and service quality. Feedback from breeders and owners is welcomed and will be used to enhance our operations.

Approved internally: 10th of July 2025