



Horse Sport Ireland Customer Charter

Horse Sport Ireland are committed to offering a high quality service that meets our customers' needs. To ensure HSI provides customers with an efficient and courteous level of service, we have introduced a formalised Customer Charter and Complaints Procedure. The Customer Charter sets out the customer care standards you can expect from Horse Sport Ireland and details what you should do if you wish to make a complaint.

Customer Charter If you contact us by **telephone**, we will:

- Answer your call promptly, and give our name when we answer your call;
- Transfer your call to someone who can deal with your query or, where this is not possible, we will endeavour to have someone call you back by close of business that same day but no longer than within 2 working days. If you **email or write** to us, we will:
- Endeavour to reply to you by close of business on the same day as we receive your correspondence or, where this is not possible, will respond no longer than within 10 working days to routine requests for information;
- Send an interim reply within 5 working days on issues requiring detailed consideration. In our reply we will explain the reason for the delay, tell you who is dealing with the matter and, if possible, say when a definitive response should be available.

If you call to our **office**:

- Our receptionist will arrange for someone to see you promptly, if that staff member is available.
- Your privacy will be respected and we will provide private meeting room facilities if requested;
- If we cannot deal with your query immediately we will arrange to have someone contact you by close of business that day but no longer than within 2 working days.

If you wish to make a **complaint**:

- We will refer your complaint to our Complaints Section (details below), who will aim to provide a response by close of business that same day but no longer than within 10 working days;
- If we need to investigate further you will be informed of the reason for the delay and a date by which you can expect your complaint to be dealt with;
- Affiliate Members should direct their membership complaint to their Affiliate Secretary in line with the Affiliate Rules.
- We will record your complaints or comments and use them to review and improve our service.

We undertake to ensure that all complaints received on an annual basis will be reviewed to ensure above policy is adhered to.

Formal complaints can be submitted in writing, by email:

Complaints Section

Horse Sport Ireland, Beech House, Millennium Park, Osberstown, Naas, Co. Kildare W91

TK7N Tel: +353 (0)45 854511

Fax: +353 (0)45 850850

Email: info@horsesportireland.ie

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