



## 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.

This Customer Charter sets out the customer care standards you can expect from Horse Sport Ireland, details what you should do if you wish to make a complaint and highlights unreasonable behaviour that goes against the expectations we have for customers when interacting with HSI staff.

### 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 you to the information contained within the Horse Sport Ireland Complaint Policy.

If you engage in what is considered **unreasonable behaviour**, we are most likely to consider the actions set out below but this can be varied depending on the nature of the unreasonable behaviour.

- We will inform you that the behaviour is unacceptable and if the contact is via a call, advise you that the call will be terminated if the behaviour continues.
- We will explain why your behaviour is not acceptable and outline our expectations of treating staff fairly and respectfully.
- If the behaviour continues, we may take action to restrict your contact with our office and to protect our staff.
- We will keep a comprehensive written record in each case where a customer's conduct is considered to be unacceptable or unreasonable.
- We may limit contact to a particular contact channel (e.g., by letter only).
- We may limit contact to a single named HSI Staff Member.
- We may limit the frequency of telephone calls (e.g., to specified days and times).
- We may restrict email communication.
- Future correspondence relating to the same complaint where the matter has already been dealt with will be read and acknowledged indicating to the complainant that there will be no further communication on the matter.

#### Example of Unreasonable Behaviour

- *Unreasonable conduct* – Examples of unreasonable, and possibly abusive, conduct (whether oral or written) towards staff include threats; physical violence; verbal abuse; bullying or harassment; making untrue allegations; derogatory remarks; inflammatory statements; rudeness, damage to HSI property or HSI staff property; or attempting to provoke staff into engaging in unnecessary and time-wasting argument or confrontation.
- *Provocation* – This may include an individual being vexatious, seeking to provoke or create discord, begin arguments or cause upset via online posts or comments. Email or other means of communication can also be considered to be aggressive or intimidating communications. However, there is a difference between a post that is critical of HSI and one that is targeted at named staff.
- *Unreasonable level of co-operation and/or a failure to co-operate* – This may be demonstrated by an individual: failing to clearly define the complaint; presenting large volumes of documentation in a disorganised way; changing the substance of the complaint while the investigation process is ongoing or clarification is being sought; or, withholding information, untruthfulness or being deliberately vague. It may also include non-cooperation with the investigation into the complaint which may hinder, obstruct or delay the investigative process.
- *Unreasonable arguments* – Examples of this could include an individual placing a lot of emphasis on relatively trivial or irrelevant issues; advancing theories that are unsupported by any evidence; or an insistence that their version of events be acknowledged as fact despite a lack of evidence to substantiate that conclusion.
- *Unreasonable demands* – An individual may, for example, demand an unrealistic solution or one that is disproportionate to their complaint. They may express strong opinions as to how they think HSI should implement a scheme or insist that HSI involve itself in a matter outside its remit.
- *Unreasonable persistence* – This generally involves an individual persisting with a complaint that has already been investigated and the matter resolved/closed by HSI. The persistence may present itself in several ways, for example, by demanding that the same (or slightly changed) complaint or issue be looked at repeatedly.

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