

## Complaints Procedure

AQHA UK welcomes feedback about the services it provides to members and non members; and recognises the right of all members and non members to complain about any service or activity that they are entitled to receive by virtue of paying a membership fee or a non membership payment for passport administration or other service that may be from time to time available to non members.

*In all instances we urge members and non-members to direct their questions, concerns or complaints to AQHA-UK on [info@aqha.uk.com](mailto:info@aqha.uk.com) or 07544 262747 as soon as possible and prior to formal complaint so that we might be aware and assist at the earliest stage.*

**All complaints will be handling in strictest confidence by AQHA-UK officials. Complainants and third parties are also required to maintain a strict confidence at risk of exclusion from the Association.**

The rationale for this procedure is ;

- To provide a clear process for members and non members who wish to express dissatisfaction, concerning a service they have received.
- To provide a consistent and structured process for resolving complaints.
- To record, and retain copies, either in electronic or paper format, of all complaints to help us analyse feedback to improve our services
- To provide amicable resolution to all parties concerned where practically possible
- To maintain the reputation and credibility to the Association both in the UK, Europe and USA.

When can a complaint be made

It is easier to try and resolve a complaint if it is made as close to the event or incident as possible. All parties benefit from earlier resolutions and closure. AQHA UK only consider complaints made **within 3 months** of the circumstances leading to the complaint.

The complaints procedure cannot be used complaints relating to the annual Breed Show and Championships Show, or any other show organised by AQHA UK, as shows are organised and governed by the procedures laid down in the AQHA rulebook.

How to make a complaint

1. Anyone who wishes to make a complaint can do so in writing to the address on our website [www.aqha.uk.com](http://www.aqha.uk.com). Alternatively, emailed to [info@aqha.uk.com](mailto:info@aqha.uk.com).

2. On receipt of the complaint, the AQHA UK Administrator will acknowledge receipt within **7 working days**.
3. The correspondence will be forwarded to the Chair who will nominate the most appropriate Trustee to investigate the complaint. The Trustee will investigate and assess the complaint within **21 days of receipt in by the office**.  
Where the complaint concerns the Chair, the Administration will direct the complaint to the International Director.
4. The findings and recommendations will be discuss with the to the Chair / International Director and together they will agree the most appropriate action. The Trustee or Chair / International Director will correspond with the complainant.
5. The Trustee will liaise with other affected parties communicating resolutions and closures.
6. The complainant will receive a written **response 30 days** from notification of the complaint. If AQHA-UK are unable to do so and require more time to investigate or receive responses from third parties, the complainant with be notified in writing.

AQHA-UK Council  
August 2017

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