



Complaint Procedure

We are committed to providing a high quality service and experience to everyone who uses our Centre or supports us in any way. Should someone tell us that something has gone wrong, we want to do all we can to put it right. To enable us to properly investigate the matter, we need the full details. Our complaints procedure is as follows:

Making a Complaint:

If you are unhappy with any aspect of our service, please give us full details about your complaint in writing to our Centre Manager.

By Email: glynis@scropton.com

By Post: FAO The Centre Manager, Scropton Riding Centre, Watery Lane, Scropton, Derbyshire, DE65 5PL

Please be as clear as possible about dates, times and the names of those involved (if known), as well as the actions or failings that form the basis of your complaint.

If the matter involves the Centre Manager in any material way, your complaint will be immediately passed to the Chair of Trustees to action to ensure complete impartiality, as required under our Complaints Policy.

What Happens then?

Step 1: We will acknowledge receipt of your written complaint within 7 days and advise you of what will happen next.

Step 2: We will investigate your complaint. This may involve speaking to anyone identified in your complaint, or who may have witnessed relevant details to help us get a full picture.

Step 3: We will provide you with a response in writing within 30 days.

We will always endeavour to resolve matters with an amicable and satisfactory outcome within step 3. If you are not satisfied with our response, your complaint can be referred to our Chair of Trustees for a further independent review in line with our Complaints Policy.