



More than just a riding school!

BHS APPROVED RIDING AND TRAINING SCHOOL

Lower Stonehouse Farm, Brown Edge, Stoke-on-Trent. ST6 8TF

☎ 01782 505664 ✉ admin@coursesforhorses.org.uk

Complaints procedure

Courses for Horses is committed to high quality customer service, and we endeavour to provide a friendly, supportive and inclusive experience for all our clients, staff and visitors.

In the event that we fall short of our high standards, all participants are welcome to provide feedback and we will endeavour to provide satisfactory remedy as soon as is practically possible

If you wish to complain

1. In person

Please feel free to give your feedback to any member of staff. We will endeavour to remedy the situation immediately and to your satisfaction. However, if the member of staff feels that they are unable to resolve the situation, or you are still unhappy they may ask you to email our proprietor or contact us via the facebook page

2. Via email

If you do not feel comfortable taking in person or a member of staff is unable to resolve the situation to your satisfaction, please email: admin@coursesforhorses.org.uk and mark your enquiry FAO Mary. Emails will be answered as soon as possible and within 1 week of receipt

3. Via the Facebook page

<https://www.facebook.com/Coursesforhorsesriding>

Messages will be answered as soon as possible and within 1 week of receipt

4. Via letter

Mary Stitson
Courses for Horses
Lower Stonehouse Farm
Brown Edge
Stoke on Trent
ST6 8TF

Letters will be answered as soon as possible and within 1 week of receipt

If you are still unhappy

It is extremely rare that we are unable to satisfactorily remedy the situation, however, if we have not managed to do so, you are welcome to contact the British Horse Society, who are our governing body