



# International Miniature Horse & Pony Society

Official DEFRA Passport issuing organisation for horses, miniature horses and donkeys

[www.imhps.com](http://www.imhps.com)

e-mail: [registrar@imhps.com](mailto:registrar@imhps.com)

## **Complaints Procedure**

A complaint is dissatisfaction by one or more customers about the company's action or lack of action or about the standard of a service.

Complaints should be made via email or in writing to either

Mel Williamson (Registrar)  
IMHPS  
Stroud Brow Cottage  
Stroud Common  
Shamley Green  
Surrey GU5 0TB

Email: [registrar@imhps.com](mailto:registrar@imhps.com)

Or

Tikki Adorian (President & Director)  
West Penhill Farm  
Fremington  
Barnstaple  
North Devon  
EX31 2NG

Email: [tikadorian@yahoo.co.uk](mailto:tikadorian@yahoo.co.uk)

Your complaint will be taken seriously, dealt with as quickly as possible and where appropriate, investigated fully.

Written acknowledgement of receipt of the complaint or appeal will be provided by return.

Written confirmation to be provided within 14 days of how the complaint is to be dealt with.

We will provide you with written details of the outcome of your complaint, including any procedures to appeal that outcome, within 28 days.

We will respect your privacy.

All complaints will be dealt with impartially, objectively and professionally and those making the complaint will not be subjected to adverse treatment as a result.

## **Non-discrimination statement**

We operate a policy of no discrimination against anyone on the grounds of race, sex, disability, sexual orientation, religion, belief or age.