

Northern Ireland Horse Board

Complaints Procedure



- Making a formal complaint - Complaints must be submitted in writing to the Northern Ireland Horse Board office.
- Written acknowledgement will be sent confirming receipt of the complaint.
- Your complaint will be investigated and reviewed by the Board of Directors.
- You may be offered the opportunity to appear before the Board to present your case.
- You will be advised in writing of the outcome of your complaint.
- We aim to respond to your complaint in full within four weeks. However if the issue is complicated any delay will be explained and you will be kept informed of the progress.
- If you unhappy with the decision you have the right to appeal. Your appeal will be reviewed by an independent adjudicator.