

PASSPORT APPLICATION COMPLAINT PROCEDURE

The British Skewbald & Piebald Association (BSPA) recognise that not all Passport applicants are Members of the Association and do not therefore have access to or come under the jurisdiction of the BSPA general complaints procedure.

However the Values & Principles of the Policy are extended to Non Members in relation to BSPA Passport applications.

For applicants who are members of the BSPA, attention is drawn to the BSPA Articles of Association and the BSPA Rule book (Complaints) that can be accessed on line.

- **A duty of care and consideration exists between the BSPA and ALL Passport applicants. As such the following will apply: -**
- All Passport applicants are entitled to a robust and efficient service from BSPA.
- All BSPA 'staff' MUST offer advise & service in a respectful efficient and helpful manner to all Passport applicants.
- BSPA seek to ensure that all applicants are treated fairly and without discrimination, either towards themselves or their equine.
- BSPA is required by DEFRA to conform to the "Competency & Efficiency guidelines (MOPS) that we aspire to emulate within every transaction. Refer to BSPA "Passport Application Process And Completion Timescales"- flowchart on line.
- **ALL Data handling complies with the DATA PROTECTION ACT**

PROCESS:

Stage 1 Informal resolution:

- Applicants should first direct their concerns informally to the BSPA Registrar by telephone or letter or email bspa@btinternet.com outlining the circumstances. Your name, equine name and date of application or posting should be given.
- Your concerns will be logged and BSPA will investigate the 'failings' as a matter of urgency.
- A response by telephone or letter or email will be given within 5 working days.

Stage 2 Formal Complaints:

- If the applicant is not satisfied with the response OR has not had their concerns dealt with then they must put their complaint in writing to the BSPA Chairman who will ensure that the following occurs: -
 1. A written acknowledgement of the receipt of a complaint will be posted back to the complainant the next working day by 'signed for' mail.
 2. Written confirmation regarding how the complaint will be dealt with will be posted within 10 working days.
 3. The BSPA reserve the right to seek an external resolution via another PIO should in their judgement the circumstances require it. This would ordinarily be in the form of a 'paper review'.
 4. Written confirmation of the outcome of the complaint resolution and any procedure to appeal the outcome will be sent within 10 working days.