

## **NEW FOREST PONY SOCIETY of NORTH AMERICA**

### **REGISTRATIONS, AND THE ISSUE AND ONGOING MANAGEMENT OF PONY REGISTRATIONS**

#### **COMPLAINTS AND APPEALS PROCEDURE**

The New Forest Pony Society of North America (“NFPSNA” or the “Society”) encourages the preservation and breeding of the best type of New Forest ponies and manages its studbook to record these ponies. It is also a certificate issuing organization recognized by the New Forest Pony Breeding & Cattle Society of England, the mother studbook.

We work hard to provide a good service to our members, breeders and owners, and the public, but occasionally you may think that we have got something wrong, and we want to be able to deal with any complaints as quickly as possible to resolve issues. This document provides information about how we will consider any complaints made in relation to registrations and the issue and ongoing management of passports.

Policies are set out in the Society’s Rules and the Conditions of Registration (the “Rulebook”), and the Introduction to the most recent volume of the published Studbook.

All current forms, terms and fees are on the NFPSNA website and in the Society’s Rulebook.

Please ensure that you are familiar with all the above documents.

#### **What is a complaint?**

A complaint is an expression of dissatisfaction or concern made in writing by letter or email, relating to the Society’s action, inaction or standard of service in connection with the registration of ponies and the issue and ongoing management of certificates.

An initial approach may be made verbally, in person or by telephone, but it must be followed up in writing.

Your name and contact details must be included. The Society does not act on anonymous letters.

You cannot complain if you:

- are making an initial request for a service;
- have failed to meet required deadlines;
- have failed to supply all required information;
- have failed to pay all required fees;
- are making a complaint on behalf of another party.

You cannot complain about loss or delay caused by the actions or inactions of third parties beyond the control of the Society. Examples would be (but are not limited to) industrial action, or loss of items in the mail (or UPS/FedEx/etc.) caused by your failure to use Delivery with tracking as recommended by the Society.

### **Time Limits**

You are strongly advised to inspect your certificates carefully and immediately on receipt. Any complaint must be timely, and normally the Society will not be able to consider as a complaint a problem that occurred more than six months ago. If we are to consider matters which are raised after that time complainants will need to provide strong reasons for why the issue was not raised earlier.

### **Investigation**

The Society will acknowledge receipt of a complaint within 15 days. You will be advised at that time of the date of the next meeting of the Board, where the complaint will be dealt with.

Following that Board meeting, you will receive written confirmation of the Board's decision.

If the Society is at fault we will apologize, explain how the problem occurred and what we are doing to prevent it happening again.

The item will appear in the minutes of that meeting and appropriate records will be kept.

### **Appeals**

If you are not satisfied with the decision you have the right to make an appeal to the Board. This appeal must be made in writing, and confirmation of receipt will be acknowledged within 15 days. The appeal will be heard by the President and two other people who may or may not be members of the Board and who may or may not have been involved with the original decision.

### **Contact**

Please address your complaint 'For the Attention of the Board' and send to:

NFPSNA President, Christina Warfel  
114 Mount Airy Road  
New Providence PA 17560

Or by email to: [christina.warfel@hotmail.com](mailto:christina.warfel@hotmail.com)