

## COMPLAINTS PROCEDURE

Weatherbys prides itself on providing an excellent level of customer service but there may be times when you wish to complain about something that we did not get quite right. When that happens, we would encourage you to tell us about your complaint so we can put things right.

### How to make a complaint

You can make a complaint by contacting the department concerned in writing or by email. Please include as many details as you can about your complaint, including your name, address and telephone number. Tell us what you are dissatisfied with and when the issue occurred. Include the name of the staff member that you were dealing with and share copies of any correspondence that will help us deal with your complaint.

We always ask you to treat our staff with courtesy and respect, as you would wish to be treated yourself.

#### For Great Britain please contact:

Weatherbys GSB Ltd / Weatherbys ID Passports  
Sanders Road  
Wellingborough  
Northamptonshire  
NN8 BX  
Email: [gsbonline@weatherbys.co.uk](mailto:gsbonline@weatherbys.co.uk)

#### For Republic of Ireland and Northern Ireland please contact:

Weatherbys Ireland GSB Ltd  
Unit F1  
M7 Business Park  
Newhall  
Naas  
Co. Kildare W91 VX86  
Email: [studbookireland@weatherbys.ie](mailto:studbookireland@weatherbys.ie)

### What happens when a complaint is received?

- We will acknowledge your complaint within 5 working days
- We will investigate your complaint and aim to send you a reply within 15 working days.
- While we aim to resolve all complaints within 15 working days, some instances will require further investigation and may result in longer timeframes.

### Right to Review

If you are not satisfied with the response you receive you can request a review from the Customer Service and Administration Manager (GB) or GSB Operations Manager (Ireland). This application should be in writing and will explain why you are not satisfied with the response you have received to date. A review will then be carried out.

You must seek this review within 15 working days of the notification date on the response you received dealing with your original complaint.

### Right to Appeal

If you are still not satisfied with the outcome and response from the review of your complaint our appeals process allows you a further opportunity to have your complaint reviewed by the Company Secretary.

You will need to appeal in writing within 15 days of the notification date on the response you received from the Customer Service and Administration Manager. You can send your submission by registered post to the Company Secretary, Weatherbys, Sanders Road, Wellingborough, Northamptonshire, NN8 4BX or by email at [scooper@weatherbys.co.uk](mailto:scooper@weatherbys.co.uk)

Your appeal submission should tell us why you are not satisfied with the response to date, providing all relevant information. The Company Secretary will review your complaint and aim to respond within 15 working days.