



Irish Suffolk Sheep Society

Complaints Procedure

25th May 2022

The Irish Suffolk Sheep Society welcomes feedback from all our customers. We will do our best at all times to resolve your complaints as effectively and as fairly as possible.

We will use the information we gather from complaints to improve our service to our customers.

What to do if you have a complaint.

1. The breeder/customer must notify the Secretary in writing of their complaint either by email to (annemitchellcross@gmail.com) or in writing to (Anne Mitchell, Cross, Menlough, Ballinasloe, Co. Galway H53 PX3).
2. The Secretary will supply the complainant with a copy of the company's formal complaints procedure and advise the complainant to clearly outline the basis for the complaint within five working days of making the complaint, so as to ensure all complaints are investigated in a timely manner.

3. On receipt of the formal complaint the Secretary will log the complaint, contact the Chairman and the complainant and gather all relevant information.
4. The Irish Suffolk Sheep society will investigate the complaint as quickly and as thoroughly as possible.
5. We will send the complainant a letter with details of the outcome of the investigation within five working days of the completion of the investigation.
6. If a delay occurs in finalizing the investigation the complainant will be kept updated of the progress of the investigation.

7. If the complainant is not satisfied with the outcome of the investigation he has the right to appeal the decision to the Irish Suffolk Sheep Society's Appeals Committee.

8. The Irish Suffolk Sheep Society will keep a record of all complaints, including all details relating to the complaints for a period of six years.