



Horse Trek'n Limited - Complaints Policy/Form

We take pride in offering the best possible experience to all of our customers, while keeping them as safe as possible. Unfortunately we might occasionally fall short of your expectations, and in these situations we provide you with the opportunity to make a formal complaint using the form below.

Please know that we take complaints very seriously, each complaint will be reviewed in confidence by senior management and followed up within 5 working days of the incident. Also should you request - we will happily follow up again future once we believe the issue to be rectified.

Customer Information:	
Name:	Phone Number:
Country/Address:	<input type="checkbox"/> I would like to receive a follow-up via email Email: _____

Complaint Information:	
Date of Visit/Incident:	Complaint Taken By (Attendance):
Complaint Details: <i>Please be as specific as possible</i>	
Resolution Sought: <i>How would you like your complaint to be resolved?</i>	
Signed:	Date: