

FEEDBACK PROCEDURE



Registered Charity Number: 1122480

Bradbourne Group Riding for the Disabled ("BRDA") is a registered charity and a non-profit company. We promote the objectives of the Riding for the Disabled Association ("RDA") by providing disabled people with the opportunity to ride and/or carriage drive to benefit their health and wellbeing in the Kent area, and have been so doing for over 60 years. We provide opportunities for therapy, achievement and enjoyment for people of all ages with a wide range of disabilities, through riding and carriage driving.

BRDA is entirely funded by donations and fundraising. All our team members are volunteers whatever role they fulfil, whether coaches, riding and driving session team members, or undertaking administration, finance and other support functions.

BRDA always welcomes feedback from our volunteers, riders, carriage drivers and their families, carers and teachers, donors, and supporters. We always endeavour to provide an outstanding service to our riders and drivers while seeking to support all our team members, fundraisers, donors and supporters in their work for the charity.

If you would like to share any feedback, positive or negative, please follow the routes below.

1. Mention the issue with your immediate coach or other volunteer within the Group with whom you have the most contact being **clear if you are giving formal feedback**. Please also say whether you wish to talk a point through with 'someone' or you want a matter to be raised to Board level. The person you first speak to will report up to the Board of Trustee Directors if this is what you want. You will be provided with the Board's comments either personally or via the person with whom you made the first contact.
2. If you do not wish to start with the person at point 1, you may go directly to any one of the Trustee Directors, who will review the matter with the Chairman of the Board. Emails must either be addressed to the specific Trustee Director if you already have their email or marked 'For the attention of the Board' and sent to contact@bradbourn-rda.org.uk.
3. You may also go directly to the Chairman of the Board. Emails to be addressed to the Chairman of the Board and sent to contact@bradbourn-rda.org.uk.
4. If you are not satisfied with the informal procedure outlined in 1-3 above, you may wish to formalise and escalate into a complaint, in which case written details will be required and the Chairman will take you through that process. Refer to the Group's Complaint Escalation Procedure.

Please be assured that any issued raised will be treated with careful consideration and, so far as necessary and feasible, confidentiality.