

## **Non-Disparagement and Complaints Procedure**

### **1. Complaints Procedure**

The Client agrees that any concerns, complaints, or disputes relating to the Centre, its facilities, horses, staff, instructors, contractors, services, or management shall be raised directly with the Centre in writing as soon as reasonably practicable. The Centre shall be afforded a reasonable opportunity to investigate the matter and, where appropriate, take corrective action or provide a response.

### **2. Public Statements**

The Client shall not publish, communicate, or otherwise disseminate any statement concerning the Centre, its staff, instructors, contractors, horses, or business operations that is false, misleading, malicious, or defamatory.

Where a complaint has not first been raised through the procedure set out above, and the Centre has not been given a reasonable opportunity to investigate and respond, the publication of allegations that are subsequently found to be false, misleading, or defamatory may be treated as a breach of this Agreement.

### **3. Legitimate Complaints and Reviews**

Nothing in this clause shall prevent the Client from:

- Raising a genuine complaint with the Centre;
- Reporting concerns to any relevant governing body, regulatory authority, safeguarding body, law enforcement agency, veterinary professional, welfare organisation, insurer, or legal adviser;
- Providing an honest review or opinion based on their genuine experience and honestly held beliefs.

### **4. Breach of Agreement**

Any serious or repeated breach of this clause may result in the immediate termination of this Agreement at the Centre's discretion, without prejudice to any other rights or remedies available to the Centre under law.

### **5. Protection of Reputation**

The parties acknowledge that the reputation of the Centre, its staff, contractors, and associated persons is an important business asset. Both parties agree to act reasonably and in good faith when raising, investigating, and resolving concerns.