

MAKING A COMPLAINT TO OR ABOUT AN PSFA MEMBER

The professional relationship between saddle fitter and client can sometimes break down mainly through misunderstandings and lack of communication. As an Association we work with our members to make sure that they have a wide range of experience and are up to date with modern techniques in saddle fitting through continuous professional development and access to training courses but in the rare situation where a client might feel that they need to make a complaint about a member, we will contact the member and notify them that there is an issue.

Firstly, we would suggest that clients who have a disagreement with one of our members complain in writing to the member, setting out the complaint in full, explaining what they would like to happen in order to resolve the issue, then give a reasonable amount of time for the member to respond and work towards a resolution. The member will require the following information:

1. If the complaint is concerning a saddle (or bridle) fitting, what was the date of that fitting.
2. If it is a complaint about the quality of a product that has been purchased, the date it was purchased.
3. Full details of the complaint and any second opinion.
4. If it is a complaint about a member's conduct, provide full details of the incident.

If a second opinion is sought, we would expect the person or company giving this second opinion to contact the member being complained about. The member may not accept a second opinion from someone who has gone on to sell another saddle (or bridle) to the complainant. Whilst we respect professional opinion, this person or company would not be viewed by the Association as fully objective.

Secondly, if a client cannot find a resolution by communicating directly with the fitter and they still wish to make a complaint about a member of the Association, the client may write to us at info@thepfsa.org and include copies of correspondence or communications with the member. The role of the Association in this process will not be to give a binding decision but rather to establish whether the member has adhered to the Association's own standards.

Advice on consumer rights can be sought from Trading Standards and the Citizens Advice Bureau but it is only a Court of Law that can order a retailer to make full recompense. We as an association do not have that authority.