



Recommended Trainer Evaluation Questionnaire

Did we help you?

The Intelligent Horsemanship Association was created to bring together and support all those who believe in treating horses in a fair and intelligent manner. Our Recommended Trainers (Associates) help owners and horses reach new levels of co-operation and understanding.

We aim to provide help for members of the public and their horses. To ensure that we give a professional and effective service we have a policy of constantly evaluating the help we provide.

Now that you have received assistance from one of our Recommended Trainers please could you take a few moments to complete our questionnaire and give us your views on the assistance you have received.

If you have additional questions later or you have any other comments to make please do not hesitate to contact us (details on page 2). Thank you.

Which Recommended Trainer was recommended to you?

Name **Date:**.....

Why did you contact the RT?

Would you be happy for the recommended trainer to see a copy of your comments? Yes/No

If not would you be happy for the recommended trainer to see your comments without your name attached? Yes/No

YOUR DETAILS

Name

Address.....

.....

.....

Postcode Telephone no.

Are you a member of Intelligent Horsemanship?.....

How did you hear about us?

How well did the Recommended Trainer respond to your initial enquiry?

Please circle your response

Extremely helpful Very helpful Helpful Average Poor

How soon after your initial enquiry could the Recommended Trainer see you and your horse?

Please circle your response

Less than one week Less than two weeks Less than one month More than one month

When the Recommended Trainer saw your horse how well did they explain what they were going to do and why? *Please circle your response*

Extremely well Very well Good explanation Limited explanation No explanation

Office Use Only:	Has office sent information? <input type="checkbox"/>	Has Kelly seen form? <input type="checkbox"/>
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How satisfied were you with the work they did?

Please circle your response

Extremely

Very

Satisfied

Not satisfied

Disappointed

Comments:

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Would you recommend the Association to other horse owners?

Please underline your response

Yes I would

No I would not

Comments.....

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How could we improve our service?

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If you are in any way not completely satisfied with the service what do you feel that Intelligent Horsemanship Ltd could do to help?

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If you have any other comments please feel free to note them here or attach another piece of paper.

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**Thank you for taking the time to complete this questionnaire.
Please either return it to the Recommended Trainer or post it to:**

**Intelligent Horsemanship Ltd – Lethornes, Upper Lambourn, Hungerford, Berks, RG17 8QP or
email: office@ihhq.net**

If you have any questions or comments you would like to make directly to the Intelligent Horsemanship office please call 01488 71300.

You can become part of the Intelligent Horsemanship Association for just **£25.00** per year. You will receive our own IH magazine, four times a year, invitations to members' events and members' seating at all our demonstrations. Ask your Recommended Trainer for a leaflet or call 01488 71300.