



CONTACTING THE HANDICAPPER

The BHA's handicappers undertake to treat every horse fairly, with the highest level of integrity at all times, strictly on the merit of its form and using good handicapping practice.

We seek to be accountable, using data analysis to underpin a consistent and equitable approach, and to ensure our work is understandable to all participants.

We are available to Trainers to provide logical and reasonable explanations for our decisions. If you have such a query, we will be happy to assist you.

- Contact details for all handicappers are available [here](#). This page also tells you which of us rated which group of horses.
- You can also tell which of us rated an individual race by clicking on [Results](#). Our initials can be found on each results page and in the form contained within each horse's profile.

When getting in touch with us, please note:

- Our office hours vary depending on our racecourse rota and other duties. However, we aim to acknowledge your enquiry within 24 hours.
- We aim to respond fully to your enquiry within 48 hours.
- We endeavour to accommodate queries raised with us face-to-face at the racecourse whenever possible, dependent on our other duties.
- If the particular handicapper you're seeking is on holiday or otherwise unavailable, a voicemail or automated email will inform you whom to contact instead.

And finally:

- The Trainer is our usual point of contact for all handicapping enquiries, unless it is agreed otherwise.
- We are cognisant that the racecourse is a Trainer's place of work, often in the company of clients. We therefore endeavour to conduct with appropriate consideration any business we might have with you there.
- We undertake to maintain the highest level of professional behaviour in our interactions with you. We would ask for the same in return.
- Any enquiry relating to handicapping should be raised in the first instance with the individual handicapper concerned and thereafter with the relevant head of that handicapping department.
- Any enquiry relating to handicapping addressed to any other BHA employees will be referred as a matter of strict protocol to the relevant handicapper(s).
- All enquiries and any subsequent actions, including ratings alterations, are documented and monitored by the BHA.
- If you have a complaint, please contact the Head Of Handicapping.