

East Midlands Welsh Pony & Cob Association

Complaints Policy & Procedure

1. The East Midlands Welsh Pony & Cob Association expects members, judges, visitors, competitors and show officials to abide by the rules of the association. Any person not doing so may be subject to a complaint or objection by any person in respect of their behaviour or conduct. Everyone at events held by the EMWPCA shall behave in a polite and civilised manner at all times and comply with the rules.
2. Persons wishing to register objections or complaints must do so within 10 minutes of the class finishing on the correct form available in the secretarys tent with a deposit of £30 which will be returned if the complaint is upheld. Matters which cannot be dealt with immediately will be discussed at the next committee meeting and you will be notified of the results/outcome.
3. Any complaint or objection against a persons conduct or behaviour will require an independent witness statement within 7 days of the incident.
4. On receipt of the complaint & supporting letter the committee will decide if the complaint
 - a) Warrants further investigation/discussion
 - b) If there is no case to answer then the matter will be concluded.
5. If there is a case to answer to, the person who made the complaint and the person/s complained about will be notified in writing to attend a committee meeting at a mutually agreed date and time.
6. If persons cannot attend a meeting then signed statements will be taken into consideration.
7. The committee will decide on the outcome of the complaint and notify all parties within 14 days after the meeting has taken place.
8. The committee may decide on the following course of action:
 - a) Take no action
 - b) Give a reprimand
 - c) Cancel Membership to EMWPCA
 - d) Ban from attending events held by EMPWCA & Restrictions imposed (Length of ban to be specified)
9. Any person who wishes to appeal against the committees' decision may do so by writing to the secretary within 7 days of being notified of the ruling. An accompanying cheque for £200 must be submitted with the appeal.
10. An independent panel of 3 persons will then look at all evidence to see if there is any objection to consider. This will be forfeited if the independent panel agrees with the committees decision.
11. The panel may decide to call further witnesses or ask further questions to make their **final** decision.
12. The panel decision will be FINAL and conclude the complaint.