

## Compliant/Grievance procedure

1. The association will appoint the Secretary as the Complaints Coordinator. The name of this member will be communicated in writing to all members of the association.
2. All complaints must be received in writing by the Complaint Coordinator (Secretary).
3. All Complaints received by the Complaint Coordinator, and all information surrounding the circumstances of a complaint and discovered by the Complaint Coordinator on investigation shall be confidential and may be communicated only to the Management Committee.
4. Where the member of the Association has a compliant/grievance with another member or with the association (but not being on the grounds of termination of membership set out in the RASDEG constitution) and that member considers the complaint/grievance warrants investigation and action by the Association, that member shall follow the following procedure
5. The member must submit a complaint in writing to the Complaints Coordinator, PO Box 903 Capalaba Qld 4157. Please mark the envelope 'Private and Confidential'.
6. Action by the Complaints Coordinator

- 1) Where a complaint has been received by the Complaints Coordinator he or she, as soon as practicable, meet with, or telephone the aggrieved member to discuss the complaint. The Complaints Coordinator may take whatever steps and conduct whatever investigations necessary to assess whether the grievance is legitimate

The Complaints Coordinator shall draft a written report on their findings.

In investigating a complaint and/or determining its legitimacy, the Complaints Coordinator shall

(a) observe and apply the rules applicable in the RASDEG constitution, the Equestrian Australia code of Conduct and Member Protection Policy in so far as applicable; and

(b) ensure that natural justice is accorded to the parties of the complaint.

- 2) The Complaints Coordinator is required to retain file notes the date, those in attendance and details of all conversations regarding the complaint.
- 3) The Complaints Coordinator will formally advise the Management committee of the complaint and call a meeting, as soon as practicable after completing the complaint report, with the Management Committee to table the complaint and report findings.

- 4) The Management Committee shall review the report and determine:
- (a) if the complaint is legitimate. Where the Management Committee finds the complaint to be legitimate, the Management Committee will take all reasonable steps to resolve the grievance. The Management Committee may delegate this process to the Complaints Coordinator.
  - (b) Where the Management Committee determines the complaint is not legitimate, the Management Committee shall advise the aggrieved member accordingly in writing.

If the aggrieved member is not satisfied with the Management Committee's determination they may seek to resolve the complaint in accordance with the procedures outlined in the Part D of the Equestrian Australia Member Protection Policy (available in the how to section of the RASDEG website)