

SUFFOLK RIDING CLUB

COMPLAINTS POLICY

The Club recognises that there may be occasions where members or others feel that the Club have not adhered to the values to which the Club subscribes. Most complaints can and will be resolved by discussion and negotiation but should it prove necessary the following represents the Club's procedure.

1. In the first instance, any complainant must contact the appropriate Committee member as soon as possible to officially inform the Club of the circumstances of the complaint.
2. All complaints must be in writing giving full details of the incident and the contact details of the complainant. Complaints from anonymous complainants will not be considered.
3. Except in very exceptional circumstances, any complaint must be reported within 14 days of the date of the incident.
4. The appropriate Committee member, in consultation with other Committee members as necessary, will consider the complaint and take evidence from others concerned as appropriate.
5. The result of such consideration will be reviewed by the Chair or Vice Chair of the Club and communicated to the complainant within a maximum of 1 month of receipt of the original complaint, unless there are circumstances which prevent this, in which case an interim report will be issued to the complainant.
6. In the event of the complainant not being satisfied with the result of the Club's investigation, the complaint can be referred by them to the Area Representative of the British Riding Clubs.
7. Whilst the majority of complaints are made through genuine concern there are an unfortunate number which are malicious and are intended to harm the reputation of the Club or a Member. If a complaint is found to be malicious the complainant may be found liable for the cost of the investigation and the travel expenses incurred.