

VHPRC Complaints Procedure

In the event of a written complaint being made against the Riding Club or any of the committee members we shall take the following action to investigate the complaint. Complaints must be received in writing and sent to the Club Chair or Secretary.

These shall be dealt with under the following section from the VHPRC constitution:

14. All members of the club must show courtesy at all times to Organisers, Officials, Volunteers, Members of other clubs and all other family, friends and employees at all events and by either email or on any social media site. Any issues arising on this matter must be reported to the Club Chair or Secretary thereafter. (Agreed by members at the AGM on 8/1/14.)

1. We will acknowledge the complaint within 48 hours of receipt, responding fully within 28 days, from the date of acknowledgement.
2. We shall advise all committee members that a complaint has been made withholding personal details and information at this stage and advising that the complaints procedure will be evoked.
3. An extraordinary meeting may be called to discuss the complaint, if appropriate.
4. The Club Chair or the Secretary will investigate the complaint alongside another committee member, at our discretion the complainant may request which committee member they would like to be involved.
5. Copies of any correspondence, evidence, emails, witness statements or records of conversations must be provided by the complainant in order that a fair and transparent investigation can take place, this should be received 10 days after our acknowledgement. If these are not made available then the complaint cannot be upheld and should be withdrawn.
 - The complainant may also be contacted as part of the investigation to seek further clarification if required and must respond in a timely manner.
 - Whilst the name of the complainant may be kept confidential this is not guaranteed. It should be noted that in the process of the investigation the name of the complainant or details of the complaint may be divulged to others where they are considered essential to the investigation process.
6. Following full and careful consideration the outcome will be agreed by the investigating committee members
7. The outcome of the investigation will then be made available to the VHPRC committee members who will then agree any actions required to prevent future occurrence.
8. The complainant will be contacted in writing by the Club Chair or the Secretary confirming the outcome of the investigation (eg: if their complaint was upheld) together with any significant findings, they will not however be party to any further internal actions taken by the club committee.