

BRITISH EVENTING COMPLAINTS POLICY AND PROCEDURE

POLICY

1. The objective is to deal with complaints fairly, quickly and efficiently.
2. Complaints will be investigated promptly and proportionately by reference to the nature of the complaint and the resources of British Eventing.
3. A complaint in this context does not include decisions made by British Eventing officials during competitions nor decisions regarding team or squad selections.

PROCEDURE

4. All complaints must be made in writing by letter or email addressed to the Chief Executive of British Eventing unless the complaint relates to the Chief Executive in which case the complaint should be addressed to the Chairman of British Eventing.
5. All complainants must identify themselves and provide their full name and contact details.
6. Complaints should be notified as soon as possible and always within 30 days after the occurrence of the event giving rise to the complaint.
7. The Chief Executive (or Chairman) may elect either to deal with the complaint himself or alternatively to appoint a person to deal with the complaint.
8. Where the Chief Executive considers it appropriate he, the Chairman or the person appointed to deal with the complaint, may seek to resolve the complaint informally.
9. Where the complaint is not resolved informally or the Chief Executive considers it inappropriate to seek to resolve the complaint informally the Chief Executive shall appoint a person ("the appointed person") to investigate the complaint and make recommendations to the Chief Executive as to how British Eventing should deal with the complaint or, in the alternative the Chief Executive may refer the complaint to the Disciplinary Chairman who will deal with the complaint in accordance with BE disciplinary procedures and sanctions.
10. The appointed person shall have full authority to investigate the complaint in any proportionate way he chooses having regard to the nature of the complaint and the resources of British Eventing.
11. The appointed person will deliver his report and recommendations to the Chief Executive no later than 28 days after the date of his appointment save where the Chief Executive has granted the appointed person an extension of time.
12. The Chief Executive shall no later than 21 days after the receipt by him of the appointed person's report and recommendations decide upon the appropriate sanction (if any) and notify his decision in writing to the complainant and any other interested party such as the person complained about.
13. The sanctions available to the Chief Executive shall be the same as are available to him pursuant to British Eventing disciplinary procedure and sanctions.
14. In the event that the complainant is dissatisfied with the conclusion reached the complainant may ask the Board of Directors of British Eventing to review the conclusion. The Board may refuse to review the decision. If the Board decides to review the decision then it will appoint one of its number to carry out the review and that Director shall have the power to vary the decision. The sanctions available to the Director so appointed shall be the same as those available to the Chief Executive.