**Policy Title:** Complaints Procedure

**Effective:** April 2019

**Last Reviewed/Updated:** April 2019

**Brief Description:** To describe the procedure to use to make a complaint. If a member or committee member has received a complaint against them they should refer to the *Problem Solving Procedure.*

**Applies to:** All committee members, Torfaen riding club members and any Volunteers

**Reason for Policy:** To ensure there is a clear procedure and timeline to follow when a person is wishing to make a complaint.

**INTRODUCTION**

Torfaen Riding Club (TRC) is committed to responding to concerns and recommendations for improvement. We aim to embed consultation into all areas of our work and welcome feedback on our current activities and plans for the future.

Occasionally a volunteer/member may wish to raise a formal complaint about their experience with Torfaen riding club. This procedure includes complaints about other volunteers or members or the club. Torfaen Riding Club will investigate the complaint with the aim of reaching an amicable resolution. Any formal complaint will be managed appropriately and sensitively. Any decisions made will be clearly and transparently communicated to the Person(s) and other affected parties.

**POLICY STATEMENT**

**Comments or Feedback**

If a member/volunteer doesn’t wish to make a formal complaint, but does wish to comment on something they can raise this with a committee member or complete a suggestions form. We will always aim to learn from any comments or feedback and make improvements where possible or relevant. Comments and feedback are not formal complaints and as such have no formal procedure and will not be investigated.

**Formal Complaint**

* In the first instance a member/volunteer should communicate their concerns to a committee member. The committee member receiving the complaint will need:
* Your name and contact information
* The name of the person you are complaining about
* Dates relevant to your complaint
* Information relevant to your complaint
* If you already have an idea as to how we can resolve your complaint it would be helpful for us to know this at this stage.
* Where possible you will be asked to send your complaint into the department in writing so that the complaint is taken in your own words.

The Chairperson or secretary will contact you and investigate the complaint.

If the complaint is about the member/Volunteer’s lead committee member for that event the volunteer can contact any other committee member to raise a complaint. If the complaint is about the chairperson the complaint should be raised with the British riding clubs HR department who will direct the volunteer to the appropriate Director.

**Timeline**

We endeavour to investigate any formal complaints within one month. If it is not possible to complete an investigation within this time we will contact the member/volunteer with an update and agree a revised timeframe.

We will send a written resolution within ten days of the investigation’s completion.

**Appealing a Resolution**

If you are not satisfied with the resolution or if fresh evidence comes to light you can lodge an appeal with the Chairperson within two weeks with your proposed resolution. You will be provided with a decision as to whether the previously recommended proposal was deemed appropriate or an alternative resolution will be proposed within a further two weeks, this decision will be discussed with the chairperson before sending out and will be final.

**DEFINITIONS**

Complaint:

* A statement that something is unsatisfactory or unacceptable
* Complaints could be made to the Committee by the general public, TRC members, or volunteers. All complaints must be treated with respect and confidentiality.

Volunteer:

* Torfaen Riding Club recognises members/volunteers as people who choose to commit their time, expertise and passion to the club and its objectives without expectation of a financial reward, except actual out of pocket expenses.
* As members/ volunteers are not employees of the club they are not under any binding contract, are exempt from employment legislation and are not covered by an employee disciplinary procedure.