

# British Riding Clubs Complaints Procedure

## for Area, Club and Member Complaints



October 2020

Many issues can be quite easily resolved by better understanding and communication between the parties concerned and this should be the first option for any complaint. The following types of complaint should be brought to the attention of the Area / Club / Member and resolved by them:

- Disputes between Club members
- Issues regarding the availability of events
- Disputes regarding Club teams

Discussion and negotiation can often resolve them but occasionally you may find that you are unable to resolve the problem or that the issues are so serious that you need to contact BRC directly. BRC will investigate serious complaints including:

- Health and safety concerns
- Horse welfare concerns
- Safeguarding issues
- Contravening of BRC rules
- Quality of BRC events
- Inappropriate use of social media

Clubs that affiliate to the British Horse Society and their members are obliged to adhere to the current BRC Handbook, including the Code of Conduct (sections 1:2-4) and discipline rule (rule G15).

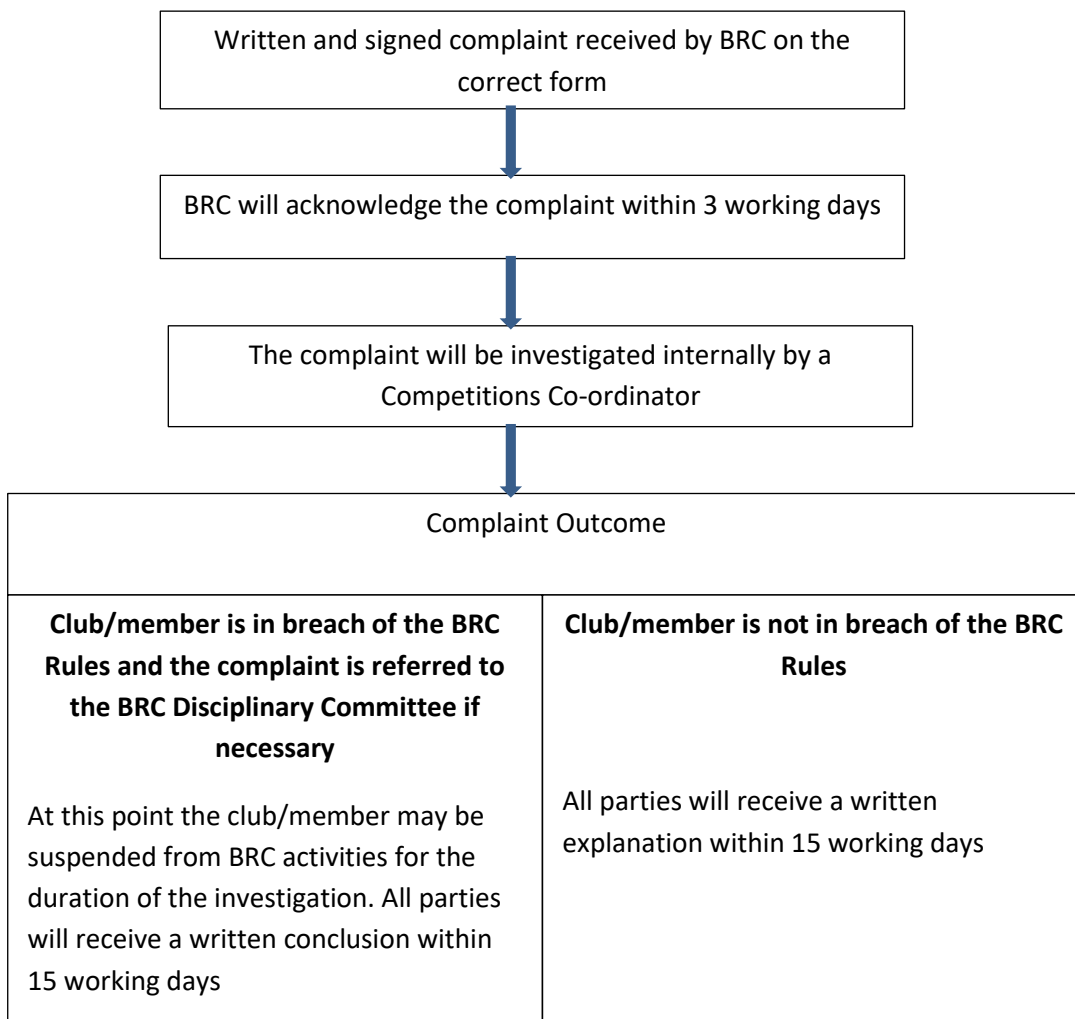
If you believe a club or member has contravened the regulations stated within the current Handbook, you should request a complaint form from the British Riding Club website here: <https://www.bhs.org.uk/enjoy-riding/british-riding-clubs/brc-downloads> or by calling 02476 840518. This must be completed in full and returned to the Manager of British Riding Clubs at [rachael.ht@bhs.org.uk](mailto:rachael.ht@bhs.org.uk). This will then be allocated to a relevant member of staff to investigate. All complaints must be made within 3 months of the incident.

The following procedure will be followed by BRC when investigating a complaint:

- Anonymous complaints will not be considered and all complainants will be asked to give their contact details and to put their complaint in writing.
- When a complaint is received, the Area Representative will be contacted by a member of BRC staff and the details of the complaint discussed
- Where appropriate, the BRC Representative or a member of BRC staff will visit the Area / Club / Member to carry out a thorough investigation and produce a written report
- If a complaint against an Area / Club / Member is being investigated by the Police or as part of a legal Investigation, BRC may be unable to complete their own report until the investigations have been completed

- Whilst the name of the complainant may be kept confidential, if appropriate, this cannot always be guaranteed as, by the very nature of the investigation, the Area / Club / Member may deduce the name of the complainant
- Following the investigation the Area / Club / Member may be tasked with carrying out remedial action or putting procedures in place to prevent a similar recurrence. The complainant will also be contacted and provided with a summary of the findings of the investigation and what actions will be taken
- Complaints may be referred to the BRC Disciplinary Committee and the Club / Member may be suspended from BRC activities for the duration of the investigation
- A complaint made against an Area / Club / Member may be unfounded and in these circumstances the complainant will be made aware of the situation and that no further action will be taken

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 Area / Club / 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. As a charity our resources are crucial to our work and we would ask that you do not use the complaints procedure unnecessarily.



Any appeals against the complaint outcome must be lodged in writing to the Manager of British Riding Clubs at [rachael.ht@bhs.org.uk](mailto:rachael.ht@bhs.org.uk) within 7 days, including any new information to support the appeal. The outcome of any appeal will be communicated in writing within 10 working days and shall be final.

# British Riding Clubs



## Complaint Form

### Reporting a Complaint to British Riding Clubs

Name:	
BRC Membership Number:	
Address:	
Daytime Tel Number:	
Email:	
Date of Incident:	
Area / Club / Member Concerned:	
Details of Complaint:	
<b>For Office Use Only</b>	
Date Received:	

Investigated By:		Date Contacted:	
Resolution Agreed:		Date Visited:	
Complainant Contacted:		By:	