



# Complaints Management Procedure

Procedure/Policy Area	Complaints Management Discipline By-Laws Member Protection	
Effective Date	24/08/2020	
Prepared By	ESA Executive Officer	24/08/2020
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### Revision History

Current version	0.1	
Updated/Reviewed by	Executive Officer	
Date of next review	01/2022	
Version	Date superseded	Reason for change
0.1		

## Purpose

Complaints, protests, feedback and grievances are an important and necessary part of the business of governing equestrian sport. Allowing our members to express their dissatisfaction about our organisation and the implementation of its rules, officials, volunteers or fellow competitors, is pivotal in our continuous improvement journey.

The purpose of this complaints management procedure is to ensure that all staff, members, volunteers, coaches, affiliates, officials and Board members are aware of the appropriate management of complaints, and to ensure that these are dealt with in a timely and professional manner.

## Our Mission

- To provide a fair complaints procedure that is clear and easy for anyone to use
- To publicise our complaints procedure so that our members (or other parties) know how to formally lodge a complaint
- To ensure that people at all levels know what to do if, and when, a complaint is received.
- To ensure all complaints are investigated fairly and in a timely way
- To ensure that complaints are, wherever possible, resolved and that relationships are maintained
- To gain information that supports our continuous improvement journey
- To ensure that all complaint information is handled with sensitivity.

## Procedure

This procedure should be read in conjunction with Section 8 of the [Equestrian Australia Member Protection Policy](#) (MPP).

Protests at events should be submitted in writing together with any supporting evidence, names of witnesses (if relevant) with payment of the required protest fee as outlined in the schedule/sports rules.

Where a complaint falls outside of an official protest or under the MPP, as a first step, the complainant should try to discuss and resolve the problem with the person or people involved. If this is not possible or you are unable to do so, you may choose to speak with one of ESA's [Member Protection Information Officer's](#). Finally, you can raise a formal complaint with the Executive Officer and lodge via email to [manager@equestriansa.com.au](mailto:manager@equestriansa.com.au) with the following details included:

- Date and time the issue occurred
- Names and contact details of people involved
- Details of the issue/what occurred, including where possible, video and/or photographic evidence (where the discipline rules do not prohibit such).
- Names (and contact details) of any witnesses
- Which discipline the complaint relates to, and your (the complainants) relationship to the discipline, i.e. rider, steward, judge, etc
- The action you are seeking in response to your complaint.

As per the MPP and Disciplinary By-laws (the By-Laws), **complaints received after 14 days from the time of the alleged incident, will not be considered.**

Once a complaint is received with the above-mentioned details, a standard response will be sent within two business days. If you have not received an initial response, please check that all relevant details were included, and if so, contact the ESA office.

Further details regarding the progress of the complaint will be sent to the complainant within seven business days.

Please note, ESA and its subsidiaries are comprised mostly of volunteers, including the Board. As such, while every attempt will be made by individuals to meet these timeframes, it cannot be guaranteed.

Once received, complaints will be managed as per the following process:

1. The complaint will be put to the person/people you're complaining about and they will be asked to provide their side of the story;
2. The EO will decide whether they have enough information to determine whether the matter alleged in your complaint did or didn't happen; and/or determine what, if any, further action to take. This action may include disciplinary action in accordance with EA Disciplinary By-Laws, appointing a person to investigate the complaint, referring the complaint to an informal; or a formal mediation session or a hearing tribunal and/or referring the complaint to the police or other appropriate authority.

If the complaint relates to a **strict liability offence** (as set out in clause 19 of the By-Laws), the matter will be dealt with as per the By-laws.

If the complaint breaches one or more of the By-Laws (outside of strict liability offences), it may be referred to the National Sports Tribunal.

- Refer to [EA Disciplinary By-Laws](#)
- Refer to [EA Disciplinary Tribunal Procedure and Protocol](#)

Once a Tribunal decision has been made, this decision is final. All decisions will be communicated to the complainant within seven days.

Appeals may only be lodged in accordance with the EA Appeals By-laws.

- Refer to [EA Appeal By-Laws](#).