



Complaints Process

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1.0		Initial version

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Purpose

Complaints are an important and necessary part of our business.

Allowing our members to express their dissatisfaction about our organisation, our staff or our volunteers is pivotal in our continuous improvement journey.

In the first instance a complaint can be received verbally, by phone, by email or in writing.

Our Mission

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

Procedure

- Upon receiving a complaint either by email/written/phone or in person.
- Record facts and details of the complaint -date, time, names, what happened, witnesses.
- Record complainant's name, address and telephone number.
- Record the relationship the complainant has to your discipline e.g. rider, steward judge etc.
- Inform complainant of the ESA complaints procedure.
- Ask the complainant to send an email detailing their complaint sighting all of the above details (NB this may differ from the info you have recorded!).

Resolving Complaints

- The complaint once correctly received as detailed above will be formally acknowledged within 48 hours.
- The acknowledgement will detail who is dealing with the complaint and when the complainant can expect a reply.
- A copy of the ESA complaints procedure will be attached.
- Complaints escalation ladder-
 - 🚩 Committee level eg local club or association (if not resolved-move to);
 - 🚩 Discipline Committee Chair (if not resolved-move to);
 - 🚩 ESA Board Chair (Please note, all complaints will be automatically rejected by the ESA Board Chair if the above escalation ladder has not been followed unless the complainant can show just cause as to why this process could NOT be followed).