



TREC GB

Complaints Policy



TREC GB - Complaints Policy

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TREC GB - Complaints Policy

1. Introduction

1.1 TREC GB is the Governing Body for the sport of TREC in Great Britain and supports both Individual Members and Affiliated TREC Clubs.

1.2 TREC GB itself is affiliated to FITE (International Equestrian Tourism Federation) and its ethos is to adhere to the high standards of the FEI Code of conduct for Welfare of the Horse and considerate and respectful behaviour from the people involved.

1.3 The Charity is based at:

Address: 62 West Carr Road, Retford, Nottinghamshire. DN22 7NW

Charity Number: **1161328**. Scottish Charity Number **SC046352**

2. Purpose of the Policy

2.1 TREC GB recognises that there will be occasions when concerns or complaints arise and have developed the following policy:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at TREC GB knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps TREC GB learn and improve what we do

3. Complaint Definition

3.1 A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of TREC GB or its Affiliated Clubs

4. Confidentiality

4.1 All complaints will be handled confidentially and sensitively; however, as TREC GB is a small organisation, in looking at the detail and information of any complaints, personnel involved may become apparent.

5. Where Complaints come from

5.1 Complaints may be raised by any individual or official within TREC GB, its member Clubs or a member of the public.

5.2 Many issues can be quite easily resolved by better understanding and communication between the parties concerned and this should be considered the first option for any complaint.

5.3 TREC GB will follow a multi-stage approach to complaint resolution and aim to resolve complaints at the lowest stage possible.

- **Stage 1.** Feedback received following a Club event will not be considered a formal complaint; those reviewing the Feedback forms may choose to highlight concerns raised with the Organisers/Club/TD as appropriate. Where a member wishes to ensure their concerns are considered, they need to follow Stage 2.
- **Stage 2.** A concern or complaint should initially be raised with the organising Club and officials and resolved where possible without escalation. Clubs should have their own Complaints Policy and Procedure in place.
- **Stage 3.** Where complaints arise as a consequence of a Club event, whether before, during or afterwards, these must be raised as per the TREC GB Rulebook 6th edition, Section 3.8 and further details as given in the Arbitration section of the TREC GB website if this is required.
- **Stage 4.** Where complaints are more serious, TREC GB will follow their formal Complaints Procedure, (see Appendix 1). This may include, but is not limited to, concerns relating to:
 - Contravention of TREC GB Rules and/or Codes of Conduct
 - Horse welfare
 - Health and safety
 - Safeguarding issues
 - Inappropriate use of Social Media
- **Stage 5.** Where the outcome from the Complaint Panel is upheld and the issues raised deemed serious and/or where all other stages in the Complaint Process have been followed without resolution, removal of Membership from TREC GB will be considered. Where this is the case, the procedure given in the current TREC GB Constitution (sections 9(4) and 15) will be followed. The TREC GB Constitution has primacy over all other TREC GB documents

6. Resolution and Review

6.1 TREC GB will aim to resolve all complaints raised according to the timescales given, but recognise that due to unforeseen circumstances, this may not be possible. Where there is any deviation from our intended timescales, all parties involved will be kept informed of any changes.

6.2 Following the conclusion of any complaint, a written response will be sent to both the complainant and the person who is the subject of the complaint giving details of the

findings and the outcome.

- 6.3 TREC GB will keep a record of all complaints received and their resolution and this will be reviewed by the Trustees on a regular basis, at least annually, and agree any action that needs to be taken.



Appendix 1 – TREC GB Formal Complaint Procedure

This document gives the procedure that will be followed for a formal complaint (Stage 4).

Before making a formal complaint, please make sure that you have tried all other appropriate ways to resolve your issue.

Have you tried talking directly with the people involved?

Was your complaint part of a competition? Have you followed the TREC GB Arbitration process?

TREC GB Complaint Procedure

- All formal complaints must be made in writing and submitted to admin@trecgb.com
- Anonymous complaints will not be accepted – all complainants will be asked to provide their name and contact details.
- All correspondence relating to formal complaints must be sent through admin, to ensure a record is kept.

TREC GB aims to investigate all complaints within 14 working days of receipt, but this will not always be possible due to previous Trustee commitments or the complexity of the issue. Where this timescale is not possible, all participants will be kept informed.

An initial investigation and assessment will be carried out by a Trustee.

If the complaint is either simple, or not appropriate to be considered by a Complaints Panel, the complainant will be informed of the decision in writing.

Where the complaint is complex or wider consideration is needed, a Complaints Panel will be formed as follows:

- a) Three people – two Trustees and one other with suitable experience relating to the complaint.
- b) Where the complaint contains an alleged Safeguarding concern, then the TREC GB Designated Safeguarding Lead (DSL) or Deputy DSL needs to be included and the Panel may be increased to four members.

The Complaints Panel will agree an investigation plan and timescale and set up meeting(s) with those involved to seek evidence relating to the complaint.

- A formal invitation and timescale will be sent to all participants. This notification will inform them of the Panel members, the method of meeting (e.g. Zoom), the date and time. It will also include whether the meeting will be recorded, and if the participant is invited to bring a supporter.
- A meeting Agenda will be sent immediately prior to the meeting.
- Following the final meeting, the Complaints Panel will agree an outcome and any action recommended and submit this to the Trustees for agreement, within 1 working day of that meeting.

- The participants will be informed in writing of the Complaint Panel’s decision within 2 working days of the final meeting, unless a different timescale has been specified. The letter will include the procedure for an appeal to be raised.

TREC GB Appeal Procedure

An Appeal can be raised by any participant in a complaint where they are not satisfied with the outcome from the Complaint Panel.

An Appeal meeting will be held by the full board of Trustees, who will agree a date for the meeting and send an invitation to the Appellant. Additional, independent members may be invited by the Trustees if considered beneficial.

An Appeal meeting will be chaired by a Trustee not involved in the Complaint Panel and only those Trustees not involved with the original panel will speak at that meeting, unless given permission to do so.

Following the meeting, the Appeals Panel agree either to Uphold, Partially Uphold or Dismiss the findings of the Complaint Panel.

All participants will be informed in writing of the Appeal Panel decision, within 1 working day of the meeting.

The decision of the Appeal Panel is final and the complaint will be closed and no further correspondence will be held relating to that complaint.

Summary of TREC GB Formal Complaints Procedure (Stage 4)

