



# Clydesdale Cross Sport Horse Association Inc.

No. A0046657H

PO Box 5303, Cranbourne, VIC, 3977

Email: [secretary@ccsha.com](mailto:secretary@ccsha.com) Web: [www.ccsha.com](http://www.ccsha.com)

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## COMPLAINTS HANDLING POLICY

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### POLICY OBJECTIVES

The Clydesdale Cross Sport Horse Association views complaints as an opportunity to learn and improve our services to our members.

This policy has been designed to provide guidance to both our members and Committee on the manner in which the CCSHA receives and manages your complaint. We are committed to being consistent, fair and impartial when handling your complaint.

The objective of this policy is to ensure:

- All parties are aware of our complaint lodgement and handling processes
- All parties understand our complaints handling process
- Complaints are investigated impartially, with a balanced view of all information or evidence
- The CCSHA take reasonable steps to actively protect your personal information
- All complaint are considered on their merits, taking into account individual circumstances and needs

### DEFINITION OF A COMPLAINT

A complaint is defined as any expression of dissatisfaction or grievance, whether justified or not, about any aspect of the CCSHA, its representatives or members.

### CONFIDENTIALITY

All complaints information will be handled sensitively, involving only those involved in the incident and the CCSHA Committee. The CCSHA will follow any relevant data and personal information protection requirements.

### FAIRNESS / IMPARTIALITY

- Fair treatment for all parties involved is paramount
- The complaint will be handled fairly and in good faith by the CCSHA Committee
- Any person complained about has the right to know the details of any allegations against them
- Both parties will have the opportunity to give their version of events
- No judgments will be made or action taken until all relevant information has been assessed
- Both sides are allowed support or representation
- All allegations will be investigated before a decision is made
- Complaints must be substantiated before any disciplinary action is taken

## HOW A COMPLAINT CAN BE MADE

Members and / or interested parties may make a complaint in one (or more) of the following ways:

- By telephoning a member of the Executive Committee (initial enquiries and advice only). Once you have spoken to a CCSHA Representative, you will be asked to put your complaint in writing and submit by one of the methods below
- By writing to the CCSHA (PO Box 5303, Cranbourne, VIC, 3977)
- By emailing the CCSHA ([secretary@ccsha.com.au](mailto:secretary@ccsha.com.au) OR [president@ccsha.com.au](mailto:president@ccsha.com.au))

*NOTES: Anonymous complaints will not be accepted. While the CCSHA acknowledge a member's preference to remain unidentified, anonymous complaints prevent us from confirming the alleged details and performing a thorough and fair investigation*

## INFORMATION REQUIRED

When we are investigating a complaint, the CCSHA Committee will be relying on information provided by the complainant, as well as information we may already have on hand. We may need to contact persons involved to clarify details or request additional information where necessary. To help us investigate complaints quickly and efficiently, we require the following information:

- The name, member number and contact details of the complainant
- The date and location that the incident occurred
- The nature of the complaint
- The name of any persons involved in the incident / grievance
- Details of any steps already taken to resolve the complaint
- Details of conversations you have had with a CCSHA Representative that may be relevant to the complaint
- Copies of any documentation / evidence which supports the complaint

## RECEIVING COMPLAINTS

The CCSHA is committed to resolving issues and all complaints will be treated confidentiality and with respect. You will receive written confirmation that your complaint has been received within three (3) business days and all investigations will be co-ordinated by the CCSHA President. In the event that the complaint involves the CCSHA President, the Vice President will be appointed to manage the investigation.

While we endeavour to reach an outcome to all complaints as soon as possible, it is essential that all grievances be investigated thoroughly and all relevant parties have the opportunity to provide their point of view.

As a general rule, CCSHA Committee Meetings are held every 6 – 8 weeks. This may also contribute to delays in the dispute resolution process as information may need to be tabled at meetings and / or the Committee may be required to vote on the appropriate action required.

If a member of the Executive Committee or a minimum of four (4) general Committee Members deems that the complaint needs to be addressed urgently:

1. An additional Committee Meeting may be scheduled OR
2. The date of the next meeting moved forward.

As per the Model Rules, notice of such meetings will be sent out no less than seven (7) days prior to the meeting date.

To ensure that all parties involved in the complaint are informed about the progress of the investigation, the CCSHA Secretary or President will provide regular written updates.

# COMPLAINTS PROCESS

