



Irish Pony Club Complaints Procedure

*I'm not happy, how do I make a complaint??*

**Step 1**

You should talk to your DC, Branch Secretary or Branch Children's Officer.

Complaints must be raised within three months of you knowing the facts (we do not deal with complaints that are older).

Your DC or Branch official will try to resolve the issue by speaking to all parties involved and will keep a record.

If you feel unable to raise your concerns within your own Branch advice can be sought from your Area Rep.

**Problem solved?**

Y  
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ISSUE RESOLVED

No

**Step 2**

You should fill out the complaint form which is found on the IPC website and submit this completed form to both your Area Rep. and to the IPC Office.

Your Area Rep. will meet with you as soon as possible. Your DC or Branch Official may attend this meeting and you may bring a supporter or witness.

Your Area Rep. will listen to your concerns in detail and will ask you what you feel will be a suitable resolution to the issue.

**Problem solved?**

Y  
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ISSUE RESOLVED

No

**Step 3**

You may request a formal hearing before a Panel of Investigation - *this must be done within 3 weeks of Step 2.*

This will require written statements and interviews with all the parties.

Following this hearing, the Panel will submit a written report with it's recommendations to the Executive Committee of the IPC.

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ISSUE RESOLVED

No

**Conclusion**

A final decision will be reached by the Executive Committee.

If you wish to appeal the decision of the Executive Committee, this must be done, in writing to the Chairperson of the Executive Committee within 3 weeks and must be accompanied by a €50 deposit.

The appeals procedure is detailed on Page CD 10 of the Complaints, Appeals and Disciplinary Procedures document.