

The Irish Pony Club Complaints Procedure



Complaint Received

Level 1: DC Level

- Complainant should speak to their DC, Branch Secretary, or Branch Children's Officer.
- DC should attempt to resolve complaint promptly and reasonably, speaking to the person against whom complaint is made, and document the procedure. Advice can be sought informally from the Area Rep (AR).

Level 2: Area Rep. Level

- If problem remains unresolved, the AR should be enlisted to help.
- Complaint form to be used from IPC website, sent to AR ccd to IPC Office.
- AR should meet with the complainant **as soon as possible**. Also present should be a witness/supporter for the complainant, the D.C or a Branch Committee member.
- At the meeting, AR should introduce details and circumstances of complaint, listen, and ask what the complainant wants to happen.
- If the problem remains unresolved, the AR will inform all parties of the formal complaints procedure.

Level 3: Disciplinary Panel

- Level 3 requires written statements and a formal interview process.
- A meeting of a Disciplinary panel is arranged.
 - The Disciplinary panel should submit a formal written report and any recommendations to the EEC.



Final Decision

Complainant retains the right to appeal to the EEC – money deposit required