



Rearsby Lodge Riding Club

Ride Together - Train Together - Compete Together - Have Fun Together

COMPLAINTS PROCEDURE

Rearsby Lodge Riding Club is a membership organisation which endeavours to organise and run activities for members that meet their needs and wishes, are well attended and enjoyable. The club recognises that there may be times when a member or a person attending such activities may be concerned or discontented. The club is keen to deal with any concern as early as possible and takes any concern or complaint seriously, treats it fairly, speedily and without prejudice.

1. Rearsby Lodge Riding Club's constitution states that the objects of the club are to:
 - a. be affiliated to British Riding Clubs
 - b. encourage riding as a sport and recreation
 - c. promote friendship and fellowship
 - d. maintain and improve the standard of riding and equestrian expertise
 - e. organise instructional meetings, lectures, competitive events deemed to further the objects and benefit horses, riders and horse riding
 - f. promote participation in and provide facilities for the amateur sport of riding in the East Midlands area
 - g. concern itself with any object, which will benefit the horse and horse rider in the district.
2. The club is run by a committee of volunteers, who are elected annually by the members of the club. The committee elects the chair, secretary and treasurer from among their number annually. The contact details of the committee members are on the club's website: [Committee Members | Organisers | Team | Rearsby Lodge RC \(rearsbylodgeridingclub.co.uk\)](#)
3. Any concern or query should be raised informally with any member of the club's committee at the earliest possible opportunity. The committee member will respond immediately if at all possible. If that is not possible, she will consult the chair or another committee member at the earliest opportunity. A response will be provided to the person after that consultation. If that is not possible, then a response will be provided within 3 working days
4. Any complaint should be submitted in writing to the club's chair

5. She will inform all committee members straightaway and respond to the complainant within three working days, either in full or by acknowledging receipt of the complaint. Should the latter be the case, the chair will respond in writing in full within 10 working days
6. The chair will investigate the complaint thoroughly by gathering as much information as possible. She will consult with other committee members or other members as appropriate
7. Possible outcomes of a complaint are:
 - a. A change in arrangements for particular activities
 - b. An explanation of the circumstances or situation
 - c. An apology
 - d. An agreement to communicate or act differently in future
 - e. Closure of the complaint without action
8. British Riding Clubs will investigate serious complaints including:
 - a. Health and safety concerns
 - b. Horse welfare concerns
 - c. Safeguarding issues
 - d. Contravention of BRC rules
 - e. Quality of BRC events
 - f. Inappropriate use of social media
9. Clubs that affiliate to the British Horse Society and their members are obliged to adhere to the current BRC Handbook, including the Good Conduct & Discipline section (rule G15): [BRC Handbook | British Horse Society \(bhs.org.uk\)](https://www.bhs.org.uk/brc-handbook)
10. If a club or member may have contravened the regulations stated within the current Handbook, download a form from the BRC website: <https://www.bhs.org.uk/enjoyriding/british-riding-clubs/brc-downloads> or by calling: 02476 840518. The form must be completed and returned to Head of BRC at: rachael.ht@bhs.org.uk. This will then be allocated to a relevant member of staff to investigate. All complaints must be made within 3 months of the incident.