



## GOULBURN VALLEY REINING HORSE ASSOCIATION INC.

### Complaints & Grievances Policy Procedures

## Complaints & Grievances Process

### Policy Description

This policy outlines the process for lodging, reviewing, and resolving complaints and grievances within GVRHA. It ensures all concerns are managed in a fair, transparent, and timely manner, while prioritising the safety, welfare, and integrity of all participants, horses, and officials involved in GVRHA activities and events.

GVRHA is committed to maintaining a safe, fair, and respectful environment for all members, competitors, and participants. The following process outlines how complaints and grievances are to be lodged and managed.

### 1. Lodging a Complaint

Complaints must be submitted via one of the following:

- GVRHA Complaint Form: <https://form.jotform.com/261221236808048>
- email to [gvrha.secretary@gmail.com](mailto:gvrha.secretary@gmail.com)

NOTE - NRHA Violations can be sent directly to NRHA via NRHA Complaint: <https://form.jotform.com/250065594642055> along with the relevant fee.

### 2. Timeframe

- Complaints must be lodged within 14 days of the event or incident.
- Complaints related to an NRHA approved event must be received within 3 days of the event or incident

### 3. Submission Requirements

All complaints must include:

- Detailed description of the incident
- Date, time, and location
- Names of individuals involved (where applicable)
- Clear description of the concern

Supporting evidence is required, including where available:

- Photos
- Video footage
- Witness statements
- Other relevant documentation

Mandatory evidence is required for the following complaint types:

- Animal welfare concerns
- Abuse, bullying, and/or harassment
- Unsafe conduct or environment

#### 4. Nature of Complaints/ Grievances related to this Policy

- Code of Conduct violation
- Animal welfare concern
- Unsportsmanlike behaviour
- Abuse, bullying, or harassment
- Unsafe conduct or environment
- Other (please describe)

#### 5. Receipt of Complaint

Complaints will be received and reviewed by:

- GVRHA Committee, and/or
- Show Manager

#### 6. Review Process

- Show Manager related complaints will be reviewed within 5 days of the event.
- Complaints reviewed by the GVRHA Committee will be actioned within 14 days.
- The complaint will be assessed for completeness and relevance.
- Additional information may be requested if required.
- All parties involved may be contacted for statements.
- Matters relating to NRHA rules may be escalated to NRHA where appropriate.
- Outcomes will be notified in writing via email.

#### 7. Confidentiality & Conduct

- All complaints will be handled confidentially.
- All parties are expected to act respectfully throughout the process.
- Vexatious or frivolous complaints may not be progressed.

#### 8. Outcome

- Outcomes will be determined by the GVRHA Committee and/or relevant governing body.
- Actions may include warnings, disciplinary measures, or referral to NRHA.