

BROMSGROVE DISTRICT RIDING CLUB

www.bromsgroveridingclub.co.uk

BDRC Complaints Procedure

Many issues can be quite easily resolved by better understanding and communication between the parties concerned and this should be the first option for any complaint.

In the first instance, if you wish to make a complaint of any kind, you should contact either the Chair or the Secretary of the Club to see if the matter can be resolved amicably without a formal letter of complaint being made.

If the complaint is not resolved, then a formal letter of complaint must be made to the Club Secretary. An anonymous complaint will not be accepted, full name and address and contact details must be included within the letter and a full explanation of the complaint.

Any letter of complaint will be acknowledged within 2 days of receipt.

Once a complaint is received, the Secretary will take this to the Chair and then the remaining members of the Committee. A full investigation will occur and the complainant will be contacted and provided with a summary of the findings and any actions that will be taken.

Unless relevant all complaints will be kept private and confidential.

Whilst the majority of complaints are made through genuine concern there are an unfortunate number which are malicious and are intended to harm the reputation of the Club. If a complaint is found to be malicious the complainant may be found liable for the cost of the investigation and the travel expenses incurred and may be asked to leave the Club. We would ask that you do not use the complaints procedure unnecessarily.

The outcome of any complaint/appeal will be communicated in writing within 10 days of receipt and shall be final.