

THE APPALOOSA HORSE CLUB (UK) LIMITED

GRIEVANCE PROCEDURES

Purpose:

The purpose of these procedures is to provide members, who consider that they have a grievance, with the opportunity to have it examined quickly and effectively. Where a grievance is thought to exist it should be resolved in a fair manner, if possible at the earliest practical moment.

In these Procedures:

1. "First Line Manager" means
 - a. in respect of an APHC UK show – the show organiser or show secretary
 - b. in respect of membership issues – the Membership Secretary
 - c. in respect of registration issues – the Registrar
 - d. in respect of all other matters – any director
2. "Complainant" means a member who has notified a grievance under these procedures
3. Any grievance notified under stage 1 below must:- state the nature of the grievance; contain a written summary of the circumstances; and state the outcome or redress sought by the complainant
4. Any grievance notified under stage 2 below must contain the same details and information under paragraph 2 above and in addition must be accompanied by a payment of £20 to cover the cost of investigation. This will be refunded to the complainant only in the event that the grievance is upheld in full

Procedure:

Stage 1

If a Complainant has a grievance he or she should directly contact the First Line Manager, who will endeavour to resolve the matter immediately. If the Complainant is not satisfied with the decision of the First Line Manager he or she may enter the next stage of the grievance procedure

Stage 2

The Complainant should give notice of his or her grievance to one of the directors. The Complainant should make it clear in writing to that director that the grievance procedure is being invoked and must ensure that the necessary payment of £20 is made at the same time. Cheques must be made payable to the Appaloosa Horse Club UK. If the grievance is not answered by a director to the complainant's satisfaction within ten working days (or as soon as reasonably possible given the circumstances) of the director being made aware of the grievance then the complainant should enter the next stage of the grievance procedure. If the director is unable to respond to the complainant within ten working days, as further investigation is required, the director will notify the complainant of a revised time table for dealing with the matter.

Stage 3

The Complainant should give notice of his or her grievance in writing to the Company Secretary and legal adviser of the APHC (UK) Limited who may either:

- a. adjudicate the matter himself, in which event his decision shall be final and binding; or
- b. determine that there should be a full meeting of the directors to consider the matter.

On receipt of a request from the Company Secretary and legal adviser to hold such a meeting the directors will make arrangements for such meeting to take place within the next 28 days. The complainant may attend such meeting and be accompanied by another member or representative of the complainant's choice, should they so wish. Following the meeting, the directors will inform the Complainant of their decision within fourteen days.

The directors' decision will be final and binding.