

COMPLAINTS AND PROCEDURE POLICY



Newbury Riding for the Disabled

1. We would always hope that disagreements could be settled between individuals involved where possible. If this is not possible concerns regarding the behaviour of a group volunteer or staff member should be made to the Group Chair.
2. Complaints made to RDA National Office which relate to NRD will be referred back to the NRD Chair, if the complainant has not already approached them.
3. NRDA will not act upon complaints made on behalf of third parties, with the exception of parents or a designated representative of NRD participants or volunteers. NRD will not act upon anonymous complaints.
4. Complaints to NRD should be made as soon as possible after the incident has taken place.
5. Complaints will be handled by NRD at a level that is appropriate given the nature of the complaint. Generally this will be as follows:

Concern about the behaviour of NRD, volunteer or staff member that has not been possible to resolve at NRD level	Concern about the behaviour of a County or Regional Representative or member of National Committee	Concern about the behaviour of a member of RDA National Office Staff	Concern about the behaviour of RDA UK Board Member or RDA CEO	Concern about the behaviour of the Chair of the RDA Board of Trustees
Complaint to be made to the County/ Regional Chairman	Complaint to be made to RDA Director of Operations	Complaint to be made to the RDA CEO	Complaint to be made to Chair of RDA Board of Trustees	Complaint to be made in writing to the RDA HR Committee
Should a complainant wish to appeal the outcome of their escalated complaint they may do so as follows:				
If not resolved the complaint is to be appealed to the RDA Director of Operations	If not resolved the complaint is to be appealed to the RDA CEO	If not resolved the complaint is to be appealed to the Chair of the RDA Board of Trustees	If not resolved the complaint is to be appealed in writing to the RDA HR Committee	

6. When a complaint has been received by RDA UK, it will be acknowledged in writing within 48 hours and will include the process for dealing with the complaint.
7. Upon receiving a complaint, an appropriate RDA UK representative will look into the background of the complaint and establish the facts relating to the situation.
8. An RDA UK representative will respond in writing to complainants informing them of the outcome and any proposed action that is to be taken.
9. Complainants have the chance to appeal a decision once and this will be to the next level of RDA UK. Appeals must be made within 30 days from receiving the written outcome of the initial escalated complaint, outlining the premise of the appeal.