

Complaint and Grievance Committee terms of reference

Introduction

1. The Complaint and Grievance Committee (the Committee) is a Committee of the Pony Club Association NSW.
2. The Committee has been established to support the State Executive and the State Office in their responsibilities regarding Complaints under the State Member Protection Policy.
3. The Committee is authorised by the State Executive to seek any information it requires from any employee of Pony Club Association NSW in order to perform its duties.

Membership

4. The Committee should consist of no less than four (4) members.
5. The Committee will be chaired by an elected Chair from the Executive members of the Committee. In the absence of the Chair, the Committee may nominate another Chair to deputise in his/her absence.
6. The Complaint Handlers function will be provided by one of the Committee with three others forming a sub-committee to make a recommendation on the complaint received.

Reporting

7. Where reasonable possible, minutes of each Committee Meeting will be tabled to the subsequent State Executive meeting and, where necessary, the Chair of the Committee will provide a report to the State Executive on any substantive matters of importance and any material issues or concerns.
8. The Committee shall make whatever recommendations to the State Executive it deems appropriate on any area within its remit where action or improvement is needed.

Responsibilities

9. The Committee will as a minimum:

Complete the online component of the Play by the Rules Member Protection Information Office and Complaint Handler certification, and when practical complete the face to face portion to complete certification,

10. Receive complaints lodged with the State Office,

11. the Committee will elect the Complaint Handler, who will respond to the complaint under the Member Protection Policy,
12. the remaining three Committee members will elect a Chair and will upon presentation of documentation determine what action will be taken as per the Member Protection Policy,
13. the Complaint Handler will notify all parties of the Committees recommendation and act as Complaint Handler until a final determination is made,

Rights

The Committee may:

14. co-opt additional members for a period either from the State Executive or general members if required,
15. appoint independent non- State Executive members to act as a Tribunal Panel if required,
- 20 procure specialist ad-hoc advice as required i.e. Mediation services or legal opinion.

Meetings

21. The Committee will meet as necessary upon receipt of complaint.

Resolutions and voting

22. Decisions of the Committee shall be taken by resolution and recorded in the minutes of the meeting at which such a resolution is passed,
23. Where a consensus cannot be agreed, the Chair may request a vote on a show of hands, in which case each Committee Member shall have one vote,
24. The Committee will retain forward all documentation relating to any complaint lodged to the State Office for confidential retainment,

Terms of reference and committee effectiveness

25. The Committee's terms of reference and effectiveness will be reviewed at least annually by the State Executive and the Committee, including a review of membership and relevant skills and any changes considered necessary must be approved by the State Executive.