



MOUNT CRAWFORD DRESSAGE CLUB DISPUTE & GRIEVANCE POLICY

Mount Crawford Dressage Club members and competitors have the right to suggest, question, complain and contest. However, please remember that officials, committee members and helpers are not being paid, they are volunteers and may be new to their task or role. Everyone has the right to be treated with courtesy and respect. This is a sporting club, its objectives are the mutual improvement in dressage skills and goodwill.

If you have a dispute or a grievance, raise it honestly and calmly in one of the following ways:

- Speak directly to the person concerned, if appropriate.
- Formally write to the committee secretary to ensure your concern is discussed at the next MCDC committee meeting. Meetings are generally held on a monthly basis.
- In the case of a widespread concern or dissatisfaction, if 25% of the current MCDC members write to the secretary, a special general meeting of members will be called to discuss the issue.

On competition days:

The judges and the people who compile the results are available for a time after the results have been posted and test sheets made available, in case riders wish to question a score or dispute a result. If ever you disagree with a score or result, please stay calm while conveying your concerns, and remember that rallies and events don't happen without these people.

AWAITING EA RULES RE RESULTS DISPUTE:

Anything that is not resolved at this level can be put in writing to the MCDC Disputes with a deposit of \$50.00, refundable if the dispute is upheld. The Disputes Committee will comprise of three impartial people, nominated by the MCDC Committee.

Reviewed 2016