

## Contact within Pony Club



Members are reminded of the correct procedures for directing correspondence within Pony Club. Only if the issue is in regard to a member's safety, may correspondence be made directly to the Zone Secretary, Zone Chief Instructor or State Office, whichever is more appropriate.

All correspondence including suggestions, motions and complaints should in the first instance be directed to the Club Executive committee via the Club Secretary. The Club (executive) will then decide at what level the correspondence should be dealt with. All correspondence must be in writing and signed. Unsigned correspondence should not be considered and may be disregarded.

### **Complaints**

The Club's Executive should follow the Complaints Handling Guidelines (available on the PCANSW website) and may decide to direct the matter either to a Club meeting, mediation or Complaints Handling Tribunal, whichever is most appropriate. If none of these procedures are appropriate or successful the complaint should then be forwarded to the Zone Secretary.

The Zone Executive should follow the Complaint Handling Guidelines, and may direct the matter either to a Zone meeting, mediation or Complaints Handling Tribunal, whichever is most appropriate. If these procedures are unsuccessful or inappropriate the complaint should then be forwarded to either the State Office or a local community justice action centre.

The State Office will follow the Complaint Handling Guidelines.

### **Motions and all other correspondence.**

All correspondence should be sent to the Club Secretary, for inclusion on the Club meeting agenda for discussion. If the Club feels that it is appropriate to forward the correspondence to the Zone Secretary, (of which the Club is a member) this correspondence should be accompanied by a letter from the Club's Secretary noting the Club's recommendations.

All correspondence received by the Zone Secretary should be discussed at the next Zone meeting. If the Zone feels that it is appropriate to forward the correspondence to the State Office, then this correspondence must be accompanied by a letter from the Zone Secretary, noting the Zone's recommendations or outcomes to the State Office for addition to the agenda for the next State Council meeting.