

## **GRIEVANCE/COMPLAINT POLICY**

### **Policy**

All people involved with PCASA have the right to complain. All complaints whether formal, written or verbal will be handled in the spirit of co-operation. Where possible all complaints should be resolved in order to prevent reoccurrence. Ideally complaints should be resolved at the point of service.

### **Scope**

All members and volunteers of PCASA have a right to have their concerns about service delivery, care and treatment or other issues addressed.

Complaints should be encouraged to voice their concern, or complaint, at the point of service, i.e. at club or zone level. They also have the right to receive information about the progress and improvements in service delivery upon request.

The consumer grievance/complaints process is an avenue for encouraging clients, relatives, and volunteers to express concerns and offer views about different aspects of our service delivery and club/zone management. In this way the grievance/complaint process contributes to quality improvement and risk management throughout organisation.

Persons affected by the complaint should be fully informed of all the facts and given the opportunity to put their case forward.

Members/volunteers have a right to complain about the service they are receiving without fear, retribution or discrimination and can expect complaints to be dealt with promptly.

### **1 Definitions**

A “complaint” is an expression of displeasure, grievance or resentment.

A “grievance” is a complaint about an event which causes resentment.

For the purpose of the complaints process “the complaint” is the person lodging the complaint. There is an Australia Standard for complaint handling:

For the purpose of the process, three categories of complaints:

#### **1.1 “Informal complaints”**

These are expressions of dissatisfaction that may be seen to be minor in nature. It is assumed that the complainant would have first approached the point of service, i.e. dealt with at club/zone level. However, if there is still dissatisfaction, a user of the organisation’s service or their representative (advocate) may bring complaint to the state office at any time.

Informal complaints (minor) may be received in person or by telephone. All verbal or telephone complaints should be resolved at the source (at club/zone level) immediately.

#### **1.2 “complaints”**

These include all written or verbal complaints that cannot be dealt with as informal complaints.

#### **1.3 “Statutory Reportable Complaints”**

These complaints are covered by statutory reporting obligations and involve allegations of assault and abuse. Mandatory reporting requirements of sexual and physical assault must be followed in these instances.

Other organisations responsible for handling reportable complaints may include regulatory bodies for the various professions, the equal opportunity board, the child protection office of the department of Human services and the ombudsman.

On occasion, a request is made for a complaint to be kept anonymous or confidential. This makes it extremely difficult to resolve. It is important that any passing of information from one body to another receives the permission of the complainant.

#### 1.4 “Anonymous Complaints”

The State President will determine whether an anonymous complaint will be investigated depend upon

- The seriousness of the complaint
- Provided that there is sufficient information to enable an investigation to be conducted
- If there is a statutory requirement for identification of the complainant

Complaints that are signed will be treated more seriously than anonymous ones.

#### 1.5” Confidentiality of complaints”

As far as possible, the fact that a complaint has been lodged, and the details of the complaint, should be kept confidential amongst club/zone staff and volunteers directly concerned with its resolution. The complainant’s permission should be obtained prior to any information being given to other parties, which it may be desirable to involve, in order to satisfactorily resolve the complaint.

Link to PCA Complaints policy [https://ponyclubaustralia.com.au/wp-content/uploads/2025/02/PCANIFPolicy\\_ComplaintsDisputesandDisciplinePolicy\\_2023\\_12\\_01\\_SIA\\_APPROVED.pdf](https://ponyclubaustralia.com.au/wp-content/uploads/2025/02/PCANIFPolicy_ComplaintsDisputesandDisciplinePolicy_2023_12_01_SIA_APPROVED.pdf)

There is a online complaints form which can be found on the PCA web page  
<https://form.jotform.com/PonyClubIntegrity/pca-complaints-form>

Signing off:



President.... . .... Print name...Ann Olsen  
Date: 01/01/2026 Name of Club: Pony Club Association of S.A. Inc.  
This policy or code is set for review every twelve months by Pony Club Association of S.A. Incorporated.