

Statement on Inappropriate Behaviour and Complaints Procedure

The Council of the Eriskay Pony Society makes every effort to manage the business of the Society in the best interests of its members and the Eriskay Pony breed.

We are committed to providing excellent customer service to everyone who contacts us in a respectful, courteous, and polite manner but we will not tolerate abusive, threatening, demeaning or offensive behaviour either verbally or in writing. Similarly, we do not expect those representing EPS to deal with someone who, because of the frequency of their contact, places a strain on time and resources. Where we identify this behaviour, we may restrict our contact with that person.

There may be times when there is nothing further that can reasonably be done to assist a member/enquirer or rectify a perceived problem. In such circumstances, we recognise that there are occasions when certain contacts should be drawn to a close if there is no reasonable way of resolving the situation to everyone's satisfaction. We recognise that our resources must be used responsibly and directed where they can provide most value. This may mean that we cannot always respond to every complaint/query in the manner and to the extent that a contact would choose. Therefore, depending on the nature of the complaint it may take longer for us to make sure the outcome is fair and thoroughly considered.

Broadly unacceptable behaviour would include:

- Behaviour or language that may cause others to feel seriously stressed, afraid, intimidated, threatened, or abused by, for example, the use of language that could be described as foul, offensive, demeaning, inappropriate and/or racist, sexist, or homophobic, derogatory remarks, rudeness, harassment, inflammatory statements, and unsubstantiated allegations as well as threats of or actual physical violence.
- It would also include unreasonably persistent contacts where, because of the frequency or nature of such contact, an unreasonable strain is placed on time and resources, such as pursuing complaints in inappropriate ways, pursuing issues which appear to have no substance or are outside of the field of our operation, or which have already been investigated and the outcome determined.

How to make a Complaint.

- Should complaints arise relating to the operation of the Society, written notification giving full details of the complaint, including the complainer's membership number if appropriate, should be addressed to the Chairperson of the Society for the time being as listed on the website (unless the complaint is directed against the Chairperson, when written notification should be addressed to the Company Secretary for the time being). Communications should be sent to the address, or email address, listed for the Chairperson or Secretary on the Society web site or as detailed below.
- Confirmation of receipt of the complaint will be provided by return by either post or email depending on how the matter was raised.
- The Chairperson or Company Secretary will review the complaint and respond to the complainer with an outcome or an update on the complaint within 15 working days of receipt of all necessary details. This will include the procedure to appeal that outcome.
- Should the complaint fail to be resolved by the Chairperson or Company Secretary, or in the event of the complaint being directed against all the office bearers, the Council of the Eriskay Pony Society may refer the matter to a third party for mediation.

Appeals Procedure.

- Should the complainer be unwilling to accept the outcome then they can ask that their complaint, and the outcome, be reviewed at a meeting of as many members of Council who can attend (but not less than 6) to be held within 21 days of an appeal being submitted. This meeting may be held in person or by virtual means and the complainer will be given the opportunity to make their case directly to Council. The result of that meeting, to be communicated to the complainer within 15 days of it being held, will be final and binding. This procedure does not in any way prohibit the complainer taking up their complaint with statutory bodies such as the Scottish Charity Regulator (OSCR) or Companies House.
- This procedure can also be used if a person is refused membership, or has membership withdrawn, under Articles 5 (e), 7 (d) and (e) and 29 (f) of the Articles of Association and wishes to appeal that decision.

Postal address for Chair; Stephen McMinn, Fernlea, Durno, Inverurie. AB51 5ER.

Email address for Secretary; secretary@eriskaypony.org