



## How to lodge a complaint with Reining Australia

Reining Australia at all times seek to obtain positive outcomes for the benefit of the Association, Members and Horses

Reining Australia recommend reporting an incident immediately to the relevant Show Manager and or Show Representative of the event.

You can use this form if you wish to lodge a complaint to Reining Australia about:

- The conduct of a Reining Australia member at a Reining Australia sanctioned show or event
- An animal welfare issue of a horse at a Reining Australia sanctioned show or event
- Reining Australia processes or procedures

Please note that Reining Australia cannot assess and is not within the scope of the Association to arbitrate on civil disputes that are outside Reining Australia's responsibilities such as personal or business matters.

The following steps are provided as a guide on completing the form:

- You can complete the form from your computer or handwritten
- Include your name, address, and your Reining Australia Membership number
- Provide as much detail as possible about what the complaint is, including any relevant dates, photo, video and location details to support the complaint
- Tell us what you feel would be the best outcome in reference to the complaint would be.
- Attach any additional information and or other relevant documentation that helps support your complaint.
- It is recommended that you keep a copy of the complaint for your records
- Send your complaint to the Reining Australia email as stated below for assessment, which will then be forwarded to the disciplinary Committee
- All Complaints will be held in strict confidence.

Email the complaints form to

[Secretary.reiningaustralia@bigpond.com](mailto:Secretary.reiningaustralia@bigpond.com)

Website: [www.reinignaustralia.com.au](http://www.reinignaustralia.com.au)

Lodgment Fee \$110



## Complaint Form

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Name: \_\_\_\_\_

Email Address: \_\_\_\_\_

Street number and street name \_\_\_\_\_

Suburb \_\_\_\_\_ State \_\_\_\_\_ Postcode: \_\_\_\_\_

Reining Australia Member Number: \_\_\_\_\_

### Describe your Complaint:

Attach additional sheets, videos, images to describe your complaint if available

**Have you tried to resolve this complaint through your Affiliate, Event Show Manager or Show Representative YES / NO**

**Tell us what you feel would be the best outcome in reference to the complaint would be.**

I acknowledge that:

- To the best of my knowledge, all information provided is true and correct and that no details relevant to the complaint have been left out
- I have not given false or misleading information to Reining Australia

Enter your name to acknowledge the statement above:

\_\_\_\_\_ Date: \_\_\_\_\_