



## THE WEIMARANER ASSOCIATION GRIEVANCE PROCEDURE

Most problems however they arise can be sorted out quickly and easily, often at the time they arise with the person concerned and this may be the approach you try first. Where you are not able to resolve your complaint this way and wish to make a formal complaint you should do so, preferably in writing as soon as possible after the event or incident ideally within a few days, as this helps us to establish what happened more easily. In any event this should be:

- Within 3 months.
- Or within 3 months of you discovering that you have a complaint

Please give as much detail as you can. In all cases there must be provision of-tangible evidence or witness corroboration for the matter to progress.

Your complaint may about an incident at an event of the Association, or at a venue where an Association event is taking place. If the event is licensed by the Royal Kennel Club (RKC), then it is likely that that there will be an official with whom you ought to have your complaint recorded in the formal Incident Book. Such incidents are routinely forwarded to the RKC, and they may wish to take over the complaint process. Some licensed events have a formal complaints procedure listed in the regulations pertaining to such events, in this case you must abide by that procedure.

If you are an eligible member, you may raise a complaint concerning your own membership. You are however unable to complain on behalf of someone else's membership without their written authority, which should be furnished to the Hon. Secretary-

If you are in a dispute with a fellow member which pertains to the business of the Association, then our rules and standing orders permit us to adjudicate between the parties by way of arbitration provided both parties agree.

The Committee is charged with the day-to-day management of the Association on behalf of all of its members, and it may be the case that you would personally prefer that management to be undertaken in a manner which suits your own circumstances, to the exclusion of the wider membership. The Committee will have done its utmost to satisfy the majority of the membership in their wider interest, and although you may wish to register your preferred option of interest, it will likely be dealt with as a 'stated' preference and not invoke the complaints procedure.

If you would prefer to have an informal discussion in relation to your complaint, please contact the Hon. Secretary during normal office hours. There may be a simple solution to your complaint with which the Hon. Secretary can assist or advise what further investigations may be necessary.

You can send you written complaint to the Hon. Secretary via email at:

[honorary.secretary@weimaraner-association.uk](mailto:honorary.secretary@weimaraner-association.uk)

## **What to do next**

We aim to settle complaints as soon as possible. We will acknowledge receipt within 3 days and aim to have looked into the matter within 30 days to at least report interim findings, or to extend the period for investigation.

You may then receive a formal reply in writing or you may be invited to meet with the person (s) concerned to attempt to resolve the issue. If the matter is likely to take longer than this, we will let you know and keep you informed as the investigation progresses.

When looking into a complaint we attempt to see what has happened and why to see if there is something we can learn from this and make it possible for you to discuss the issue with those involved if you wish to do so.

When necessary investigations are completed your complaint will be determined and a final response sent to you.

Where your complaint involves more than one organisation (e.g. the Royal Kennel Club) we will attempt to liaise with that organisation so that you receive one coordinated reply. We may need your consent to do this. Where your complaint has been sent initially to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with it.

A final response letter will include details of the outcome of your complaint and also your right to escalate the matter further if you remain dissatisfied with the response.

## **Complaining on behalf of someone else**

We keep to strict rules of GDPR and personal confidentiality. If you wish to make a complaint and are not the member involved, we will require the written consent of the complaining member to confirm that they are happy that you will take the complaint forward on their behalf. All complaints are dealt with under privacy and confidentiality arrangements, including GDPR. You will be asked to acknowledge this.

Please ask the member to provide written authority to enable us to discuss their complaint with you.

Where the member is incapable of providing consent due to illness or some other impairment or impediment, it may still be possible to deal with the complaint. Please provide the precise details of the circumstances which prevent this in your covering letter.

Please note that we are unable to discuss any issue relating to someone else without their expressed permission which must be in writing unless the circumstances above apply. We may still need to correspond with the member or may be able to deal directly with the third party and this depends on the wording of the authority provided.

If you are still unhappy with the outcome, or the manner in which it has been dealt with, you must take the issue up with the RKC.

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