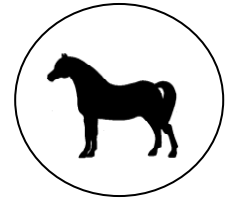


The Welsh Pony and Cob Society

Cymdeithas y Merlod a'r Cobiau Cymreig



Author: WPCS
Review: November 2017

PROCESS TO RAISE CONCERNS/COMPLAINTS ABOUT THE WELFARE OF ANIMALS

The Society considers the welfare of all Welsh Ponies and Cobs to be of paramount importance, and works hard to educate and support owners and breeders of Welsh Ponies and Cobs in this respect. Whilst the Society's role is educational and advisory, the Society's Honorary Welfare Coordinator and Honorary Veterinary Surgeon work closely with the relevant authorities in connection with welfare complaints received.

If a member/person has concerns regarding the welfare of Welsh ponies they should contact the Chief Executive Officer, at Bronaeron, Felinfach, Lampeter, Ceredigion, SA48 8AG or by email on CEO@wpcs.uk.com If sent by post, then it should be sent by recorded delivery. A delivery receipt for emailed communications or any hand deliveries should be obtained.

What will happen next?

- 1.1 The Society will send a letter within 5 working days acknowledging the communication and asking for further details where necessary. If a response requested from the complainant is not received within 10 working days, then the complaint may not be processed any further.
- 1.2 Upon receipt and confirmation of further details, the issue will be referred on a confidential basis by the CEO to the Society's Honorary Welfare Coordinator who will work in conjunction with the Society's Honorary Veterinary Officer appointed by the Council of the Society.
- 1.3 The Society will always strive to ensure that your details remain strictly confidential. Your personal details will be kept confidential in accordance with Criminal Justice and Data Protection regulations. The National Welfare Coordinator will always seek to manage the disclosure of information during an investigation to prevent the identity of the complainant. The National Welfare Coordinator may need to share some or all of the information when making referrals to other Welfare or regulatory bodies. Although these bodies hold similar confidentiality procedures the National Welfare Coordinator will always seek the complainant's permission before revealing his/her identity.
- 1.4 The Society's Welfare Coordinator will undertake such investigations as he/she considers necessary. This may include passing any such complaint on to any other welfare organisation including (but not limited to) the local authority, the RSPCA, the police or any other regulatory body, for their own investigation within the Law. Where the Society's Welfare Coordinator has reviewed the substance of the complaint and does not consider that a referral to a welfare or regulatory organisation is necessary, the Society's Welfare Coordinator will inform the complainant of this fact and that no further action will be taken in respect of the complaint.
- 1.5 Where a referral is made under 1.4 above, then the Society's Welfare Coordinator will adjourn their investigation pending receipt of any report from the welfare or regulatory body notified in accordance with paragraph 1.4 above.

- 1.6 Upon receipt of any report from a welfare organisation, regulatory body or court, the Society's Welfare Coordinator shall refer such a report to the Council for consideration. Should the report contain an official confirmation of a criminal conviction of cruelty or neglect towards an animal, this matter will be referred to the Council and will then be dealt with as described in the Disciplinary Procedure.
- 1.7 In the event that the Society's Welfare Coordinator is advised by the welfare or regulatory organisation that no action will be taken, then the Society's Welfare Coordinator will inform the complainant of this fact and that no further action will be taken in respect of the complaint.