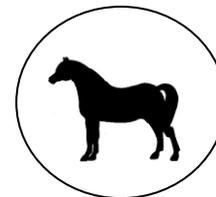


# The Welsh Pony and Cob Society

## Cymdeithas y Merlod a'r Cobiau Cymreig



Author: WPCS  
Updated: June 2018

## PROCEDURE FOR COMPLAINTS

### A. Complaints Policy

This document sets out the procedure for dealing with complaints made against members of the Society.

A complaint against a staff member/s should be reported in the same way but will be dealt with under the Society's internal HR/employment related policies.

The Society and its members endeavour to work to the highest standards in every regard. The Society considers its members to be a valuable resource in achieving its aims and does not envisage that it will receive many complaints. However, the Society wants to ensure that in the event that a complaint is made against a member of the Society, there is a procedure in place which ensures that:

- (a) the complaint will be dealt with fairly and without prejudice; and
- (b) the procedure and potential outcomes are clear for all parties involved.

Dealing with issues under formal complaints and disciplinary procedures is a legalistic and potentially expensive route for all concerned. In consequence, the Society hopes that the majority of complaints that are received can be resolved informally by mediation. This particularly applies to poor behaviour in and around the show ring.

If mediation or informal resolution is not possible or it is more appropriate for the matter to be dealt with formally, then the Complaints Procedure as set out in part 1 below should be followed.

If the complaint relates to the identity or pedigree of an animal or animals, the procedure set out in part 2 of this complaints procedure should be followed. The Society considers the accuracy of the information contained within the Stud Book of vital importance for the preservation of the breeds.

If the complaint is against a judge, official, an exhibitor or an organiser of a show, event or sale and the complaint relates to the rules of a particular show, event or sale the complaint should be made to the show secretary or auctioneers in accordance with the rules of the event.

Complaints relating to JMB height certificates should be made to the JMB.

Should the complaint or report refer to concerns over the welfare of animals then this will be dealt with by a different process involving the Society's Honorary Welfare Coordinator and the Society's Honorary Veterinary Surgeon. This process can be found at [http://www.wpcs.uk.com/education\\_welfare/welfare\\_code\\_of\\_practice/](http://www.wpcs.uk.com/education_welfare/welfare_code_of_practice/)

## B. Complaints Procedure

### 1. COMPLAINTS MADE AGAINST MEMBERS

- 1.1 If a person has a complaint against a Society member, they should contact the Secretary, at Bronaeron, Felinfach, Lampeter, Ceredigion, SA48 8AG or by email on [secretary@wpcs.uk.com](mailto:secretary@wpcs.uk.com). If the complaint is sent by post, then it should be sent by recorded delivery. A delivery receipt for emailed complaints or any hand deliveries should be obtained. Should the complaint be about the Secretary then the complaint should be addressed to the Chair of Council and marked strictly confidential.
- 1.2 A complaint should be in writing marked "private & confidential" and signed by the complainant.
- 1.3 A complaint must be accompanied by the complaint fee of £150. Failure to pay the fee will mean that the complaint will not be investigated under this Complaints Procedure. In respect of emailed complaints, the complaint will not formally be investigated until the appropriate fee is also received.
- 1.4 The complainant can also submit a separate letter or email from an independent person confirming the facts and basis of the complaint.
- 1.5 The complaint, independent letter and fee should be received within 14 days of the complainant becoming aware of the subject of the complaint. Complaints received outside this timescale will only be investigated at the discretion of the Chair of Council.
- 1.6 Evidence in support of the complaint should be provided along with the letter of complaint.

### What will happen next?

- 1.7 The Society will send a letter acknowledging the complaint and, if necessary, may ask for further details. If the Society believes that the matter should be addressed by mediation it will invite the complainant to participate. If the matter is resolved by mediation the complaint fee will be refunded.
- 1.8 In the event that mediation is not possible, or subsequently, if it has failed, the letter will set out the name of the person(s) assigned to investigate the complaint (the **Investigating Officer(s)**). If the complaint relates to a trustee or former trustee the Investigating Officer will be an independent person who may or may not be a member of the Society. If the complaint relates to any other member of the Society, the Investigating Officers will be a panel of three, consisting of three trustees or three independent persons, who may not be members of the Society, or a combination with not more than three in total. Any request by the Society for further details should be provided by the complainant within 10 working days otherwise the complaint will not be processed any further and the fee shall be returned.
- 1.9 The investigation of the complaint will be carried out by the Investigating Officer(s) within a reasonable timescale barring issues outside their control. The Investigating Officer(s)

will undertake all necessary investigation which may include obtaining a response to the complaint from any member who is the subject of the complaint. This will usually involve sharing the full details of the complaint with that member, which in certain circumstances may include the identity of the complainant.

- 1.10 If necessary the complainant may be invited to a meeting to discuss the complaint and/or the response to the complaint further. In the event that this is not possible or practical the complainant may be asked to expand upon the complaint in writing or by telephone.
- 1.11 Once the investigation has been concluded, a determination will be made by the Investigating Officer who will notify the complainant in writing of the decision together with the reasons for this decision and any action that it is recommended is taken. The Investigating Officer will either:
  - (a) Dismiss the complaint in whole or in part; or
  - (b) Uphold the complaint in whole or in part which may include a determination that all or part of the matter be dealt with under the Society's disciplinary procedures.
- 1.12 In the event that the complaint is upheld in full by the Society, then the complainant will be repaid the complaint fee. Should the complaint not be upheld, then this sum will be retained by the Society. If a complaint is not upheld, in relation to the identity or pedigree of an animal there is no further right of appeal.

## **2. COMPLAINTS ABOUT THE IDENTITY OR PEDIGREE OF AN ANIMAL**

Any complaint regarding the identity or pedigree of an animal must be submitted in writing to the registered office of the Society and the steps set out in paragraphs 1 1.1 to 1.6 above should be followed.

### **What will happen next?**

- 2.1 The Society will send a letter acknowledging the complaint and if necessary, may ask for further details. The letter will set out the name of the person(s) assigned to investigate the complaint (the Investigating Officer(s)).
- 2.2 In investigating a complaint which relates to the identity or pedigree of an animal, the Investigating Officer(s) carrying out the investigation will obtain expert evidence in the form of DNA profiling from an independent expert nominated by the Society. In order to obtain this evidence, the complainant will be required to pay to the Society the costs of obtaining the evidence to include the cost of the DNA profiling. The complainant will usually be asked to pay such sums to the Society, prior to the DNA profiling being instigated.
- 2.3 In the event that this procedure is instigated by the Society, acting through its Council, then the cost of obtaining the DNA profiling will be met by the Society.
- 2.4 Once the investigation has been concluded, or DNA evidence obtained, a determination will be made by the Investigating Officer(s) who will notify the complainant in writing of

the decision together with the reasons for this decision and any action that it is recommended is taken. The Investigating Officer(s) will either:

- (a) Dismiss the complaint in whole or in part; or
- (b) Uphold the complaint in whole or in part which may include a determination that all or part of the matter be dealt with under the Society's Disciplinary Procedures set out in Part 3 below.

- 2.5 In the event of a DNA profiling being incorrect the breeder may nominate one other sire for profiling and that DNA evidence will be submitted to the Investigating Officer(s) for consideration before making their decision pursuant to paragraph 2.4
- 2.6 Should the second DNA sample prove incorrect this will be deemed conclusive proof with no further right of appeal.
- 2.7 In the event that the complaint is upheld in full by the Society, then the complainant will be repaid the complaint fee. Should the complaint not be upheld, then this sum will be retained by the Society.
- 2.8 If a complaint is not upheld, in relation to the identity or pedigree of an animal there is no further right of appeal.

### **3. DISCIPLINARY PROCEDURE**

#### **Disciplinary Proceedings**

- 3.1 Where an Investigating Officer(s) has determined, following the conclusion of an investigation, that there is a case to answer which requires further investigation, the outcome of which mean that disciplinary action may be taken against a member, the Chair and Vice Chair of Council acting together will appoint a disciplinary panel made up of three people who may not be members of the Society (the **Disciplinary Panel**). The Disciplinary Panel should be appointed within 14 days of the decision by the Investigating Officer(s) that the matter should be dealt with under this Disciplinary Procedure.
- 3.2 Within 7 days of being appointed, the Disciplinary Panel will inform the member of the allegations against them, the basis for those allegations, that there will be a disciplinary hearing convened and what the likely range of consequences will be if it decides after the hearing that the allegations are true. Where appropriate, the following will be included:
  - (a) A summary of relevant information gathered by the Investigating Officer(s) during the investigation;
  - (b) A copy of any relevant documents which will be used at the disciplinary hearing; and
  - (c) A copy of any relevant witness statements, except where a witness's identity is to be kept confidential, in which case the member will be given as much information as possible while maintaining confidentiality.

- 3.3 Within a further 14 days, the member must inform the Disciplinary Panel whether they admit the allegations or not and indicate whether they wish to attend the hearing. If no response is received, the disciplinary procedure shall continue.
- 3.4 Within a further 14 days, the Disciplinary Panel will give the member written notice of the date, time and place of the disciplinary hearing. The hearing will be held as soon as reasonably practicable, but the member will be given a reasonable amount of time to prepare their case based on the information given to them by the Disciplinary Panel.

### **Disciplinary Hearing**

- 3.5 The disciplinary hearing will be held in front of the Disciplinary Panel. At the disciplinary hearing, the Disciplinary Panel will take the member through the allegations and the evidence that has been gathered. The member will be able to respond and present any evidence.
- 3.6 The member may ask relevant witnesses to appear at the hearing, provided they have given the Disciplinary Panel sufficient advance notice to arrange their attendance. The member will be given the opportunity to respond to any information given by a witness.
- 3.7 Written statements may be introduced only if previously produced to and/or with the consent of the Disciplinary Panel.

The Disciplinary Panel may make a finding, following the disciplinary hearing, that the allegations are:

- (a) Proved, in whole or in part; or
- (b) Unproved, in whole or in part.

The decision by the Disciplinary Panel and its reasons, along with any disciplinary penalty if appropriate, will be communicated to the member within 14 days of the date of the disciplinary hearing.

### **Disciplinary Penalties**

- 3.8 If the Disciplinary Panel finds the conduct alleged to be proved, in whole or in part, it shall impose such of the following actions as seem appropriate given the circumstances of the case:
- (a) Take no action (only if there are strong mitigating circumstances)
  - (b) Give a reprimand or caution
  - (c) Be expelled from membership on either a temporary or permanent basis.
- 3.9 In addition, in the case of a judge:
- (a) He be removed from the panel or panels
  - (b) The asterisk rating against his name is removed

In addition, in the case of an official:

- (a) He be prevented from officiating in any capacity at any Society affiliated show or event

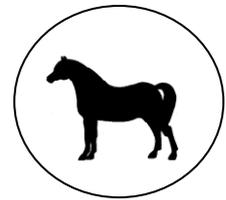
- 3.10 If in relation to an offence dealt with by a court of law relating to an animal welfare offence, if a member is found guilty the Society will take reciprocal action to that imposed by the Court i.e. if the Court issues a warning or reprimand the Society will similarly warn or reprimand the member.

In the case of a Court banning a member from keeping/owning animals for a period of time the Society will revoke the membership of the member found guilty and ban them from membership for the full period of the ban imposed by the court.

- 3.11 There is no appeal against an identity or pedigree complaint proven by the process outlined above.
- 3.12 There is also no appeal against a welfare issue determined by a Court of Law.

### **Appeal**

- 3.13 If a member feels that disciplinary action taken against them is wrong or unjust then they should appeal in writing, stating the full grounds of appeal, to the Secretary within 14 days of the date on which they were informed of the decision of the Disciplinary Panel. The member will also be required to deposit with the Society the sum of £200.
- 3.14 Upon receipt of an appeal and appropriate fee, the Chair and Vice Chair of Council acting together will appoint an **Appeal Committee** comprising three members who may not be members of the Society and one of whom shall be a solicitor.
- 3.15 Appeals may be dealt with by written representations or at an appeal hearing. The Appeal Committee will give the member written notice of the date, time and place of any appeal hearing. This will normally be 14 days after the written notice.
- 3.16 The Appeal Committee will consider all the evidence and make its decision which may be to:
- (d) Confirm the original decision;
  - (e) Revoke the original decision; or
  - (f) Substitute a different penalty. (which will not be a more serious penalty than the one imposed by the Disciplinary Panel.)
- 3.17 The Appeal Committee will inform the member in writing of the final decision as soon as possible, usually within 14 days of the date of the appeal hearing. There will be no further right of appeal.



Author: WPCS

## **Complaints and Comments Policy**

This document sets out the procedure for dealing with complaints made against the Welsh Pony and Cob Society and its services. For complaints against members of the Society, or about the identity or pedigree of an animal, please refer to the appendixes of this policy.

The Society and its staff endeavour to work to the highest standards in every regard. However it recognises that there will be times when its customers will wish to complain or comment upon its staff and services. The Society welcomes feedback as part of a culture of seeking continuous improvement to its services, practises, policies and procedures.

Should you or someone you represent, have a complaint or comment please verbally address it in the first instance to the member of staff with whom you are dealing. Should you feel that your complaint or comment has not been satisfied the following procedure should be followed.

### **Stage 1**

Contact the manager of the service with which you wish to raise the complaint in writing either by letter or by e-mail. All correspondence should be marked "Private and Confidential". The manager will acknowledge your complaint within five working days and will respond to you within an additional ten working days. Where the complaint is about a manager then stage 2 should be followed.

### **Stage 2**

Should your complaint not be satisfied by the manager please write to the Company Secretary by letter or by e-mail. All correspondence should be marked "Private and Confidential". The Company Secretary will acknowledge your complaint within five working days and will respond to you within an additional ten working days. Where the complaint is about the Company Secretary please write to the Chair of Council care of Bronaeron, Felinfach, Lampeter, Ceredigion, SA48 8AG and marked "Private and Confidential".

In respect of both stages the Society will always aim to respond in writing and in full to your complaint within one month of receiving the initial contact in writing. However, if the issue is complicated, any delay will be explained and you will be kept informed of progress.

### **Review of Your Complaint**

If you are not satisfied following receipt of the Society's Stage 2 response you can request a review of your complaint. The review will be conducted under the direction of the Chair of Council. Please write to the Chair of Council care of Bronaeron, Felinfach, Lampeter, Ceredigion SA48 8AG. All correspondence must be marked "Private and Confidential". The Chair will nominate three trustees to form a panel to review the complaint and the Society's response. If necessary further information will be sought from the complainant and this should be provided within ten working days of a request. The panel will review the complaint with the information as provided and will respond to the complainant within one month of the review being requested. If the issue is complicated, any delay will be explained and you will be kept informed of progress.

Finally you are able to complain directly to the Charity Commission. Please follow the links on the Charity Commission website at [www.charitycommission.gov.uk](http://www.charitycommission.gov.uk).

Should you suspect illegal activity, for example terrorism or abuse, please contact the police on 101.

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## **Appendix A**

### **COMPLAINTS MADE AGAINST MEMBERS**

This document sets out the procedure for dealing with complaints made against members of the Society.

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- (b) the procedure and potential outcomes are clear for all parties involved.

Dealing with issues under formal complaints and disciplinary procedures is a legalistic and potentially expensive route for all concerned. In consequence, the Society hopes that the majority of complaints that are received can be resolved informally by mediation. This particularly applies to poor behaviour in and around the show ring.

If mediation or informal resolution is not possible or it is more appropriate for the matter to be dealt with formally, then the Complaints Procedure as set out in part 1 below should be followed.

If the complaint relates to the identity or pedigree of an animal or animals, the procedure set out in part 2 of this complaints procedure should be followed. The Society considers the accuracy of the information contained within the Stud Book of vital importance for the preservation of the breeds.

If the complaint is against a judge, official, an exhibitor or an organiser of a show, event or sale and the complaint relates to the rules of a particular show, event or sale the complaint should be made to the show secretary or auctioneers in accordance with the rules of the event.

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Should the complaint or report refer to concerns over the welfare of animals then this will be dealt with by a different process involving the Society's Honorary Welfare Coordinator and the Society's Honorary Veterinary Surgeon. This process can be found at [http://www.wpcs.uk.com/education\\_welfare/welfare\\_code\\_of\\_practice/](http://www.wpcs.uk.com/education_welfare/welfare_code_of_practice/)

#### **1. COMPLAINTS MADE AGAINST MEMBERS**

- 1.1 If a person has a complaint against a Society member, they should contact the Secretary, at Bronaeron, Felinfach, Lampeter, Ceredigion, SA48 8AG or by email on [secretary@wpcs.uk.com](mailto:secretary@wpcs.uk.com) If the complaint is sent by post, then it should be sent by recorded delivery. A delivery receipt for emailed complaints or any hand deliveries should be obtained. Should the complaint be about the Secretary then the complaint should be addressed to the Chair of Council and marked strictly confidential.
- 1.2 A complaint should be in writing marked “private & confidential” and signed by the complainant.
- 1.3 A complaint must be accompanied by the complaint fee of £150. Failure to pay the fee will mean that the complaint will not be investigated under this Complaints Procedure. In respect of emailed complaints, the complaint will not formally be investigated until the appropriate fee is also received.
- 1.4 The complainant can also submit a separate letter or email from an independent person confirming the facts and basis of the complaint.
- 1.5 The complaint, independent letter and fee should be received within 14 days of the complainant becoming aware of the subject of the complaint. Complaints received outside this timescale will only be investigated at the discretion of the Chair of Council.
- 1.6 Evidence in support of the complaint should be provided along with the letter of complaint.

### **What will happen next?**

- 1.7 The Society will send a letter acknowledging the complaint and, if necessary, may ask for further details. If the Society believes that the matter should be addressed by mediation it will invite the complainant to participate. If the matter is resolved by mediation the complaint fee will be refunded.
- 1.8 In the event that mediation is not possible, or subsequently, if it has failed, the letter will set out the name of the person(s) assigned to investigate the complaint (the **Investigating Officer(s)**). If the complaint relates to a trustee or former trustee the Investigating Officer will be an independent person who may or may not be a member of the Society. If the complaint relates to any other member of the Society, the Investigating Officers will be a panel of three, consisting of three trustees or three independent persons, who may not be members of the Society, or a combination with not more than three in total. Any request by the Society for further details should be provided by the complainant within 10 working days otherwise the complaint will not be processed any further and the fee shall be returned.
- 1.9 The investigation of the complaint will be carried out by the Investigating Officer(s) within a reasonable timescale barring issues outside their control. The Investigating Officer(s) will undertake all necessary investigation which may include obtaining a response to the complaint from any member who is the subject of the complaint. This will usually involve sharing the full details of the complaint with that member, which in certain circumstances may include the identity of the complainant.

- 1.10 If necessary the complainant may be invited to a meeting to discuss the complaint and/or the response to the complaint further. In the event that this is not possible or practical the complainant may be asked to expand upon the complaint in writing or by telephone.
  - 1.11 Once the investigation has been concluded, a determination will be made by the Investigating Officer who will notify the complainant in writing of the decision together with the reasons for this decision and any action that it is recommended is taken. The Investigating Officer will either:
    - (a) Dismiss the complaint in whole or in part; or
    - (b) Uphold the complaint in whole or in part which may include a determination that all or part of the matter be dealt with under the Society's disciplinary procedures.
  - 1.12 In the event that the complaint is upheld in full by the Society, then the complainant will be repaid the complaint fee. Should the complaint not be upheld, then this sum will be retained by the Society. If a complaint is not upheld, in relation to the identity or pedigree of an animal there is no further right of appeal.
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## **Appendix B**

### **COMPLAINTS ABOUT THE IDENTITY OR PEDIGREE OF AN ANIMAL**

Any complaint regarding the identity or pedigree of an animal must be submitted in writing to the registered office of the Society and the steps set out in paragraphs 1 1.1 to 1.6 above should be followed.

#### **What will happen next?**

- 2.1 The Society will send a letter acknowledging the complaint and if necessary, may ask for further details. The letter will set out the name of the person(s) assigned to investigate the complaint (the Investigating Officer(s)).
- 2.2 In investigating a complaint which relates to the identity or pedigree of an animal, the Investigating Officer(s) carrying out the investigation will obtain expert evidence in the form of DNA profiling from an independent expert nominated by the Society. In order to obtain this evidence, the complainant will be required to pay to the Society the costs of obtaining the evidence to include the cost of the DNA profiling. The complainant will usually be asked to pay such sums to the Society, prior to the DNA profiling being instigated.
- 2.3 In the event that this procedure is instigated by the Society, acting through its Council, then the cost of obtaining the DNA profiling will be met by the Society.
- 2.4 Once the investigation has been concluded, or DNA evidence obtained, a determination will be made by the Investigating Officer(s) who will notify the complainant in writing of the decision together with the reasons for this decision and any action that it is recommended is taken. The Investigating Officer(s) will either:

- (a) Dismiss the complaint in whole or in part; or
  - (b) Uphold the complaint in whole or in part which may include a determination that all or part of the matter be dealt with under the Society's Disciplinary Procedures set out in Part 3 below.
- 2.5 In the event of a DNA profiling being incorrect the breeder may nominate one other sire for profiling and that DNA evidence will be submitted to the Investigating Officer(s) for consideration before making their decision pursuant to paragraph 2.4
- 2.6 Should the second DNA sample prove incorrect this will be deemed conclusive proof with no further right of appeal.
- 2.7 In the event that the complaint is upheld in full by the Society, then the complainant will be repaid the complaint fee. Should the complaint not be upheld, then this sum will be retained by the Society.
- 2.8 If a complaint is not upheld, in relation to the identity or pedigree of an animal there is no further right of appeal.
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## **Appendix C**

### **DISCIPLINARY PROCEDURE**

#### **Disciplinary Proceedings**

- 3.1 Where an Investigating Officer(s) has determined, following the conclusion of an investigation, that there is a case to answer which requires further investigation, the outcome of which mean that disciplinary action may be taken against a member, the Chair and Vice Chair of Council acting together will appoint a disciplinary panel made up of three people who may not be members of the Society (the **Disciplinary Panel**). The Disciplinary Panel should be appointed within 14 days of the decision by the Investigating Officer(s) that the matter should be dealt with under this Disciplinary Procedure.
- 3.2 Within 7 days of being appointed, the Disciplinary Panel will inform the member of the allegations against them, the basis for those allegations, that there will be a disciplinary hearing convened and what the likely range of consequences will be if it decides after the hearing that the allegations are true. Where appropriate, the following will be included:
- (a) A summary of relevant information gathered by the Investigating Officer(s) during the investigation;
  - (b) A copy of any relevant documents which will be used at the disciplinary hearing; and
  - (c) A copy of any relevant witness statements, except where a witness's identity is to be kept confidential, in which case the member will be given as much information as possible while maintaining confidentiality.

- 3.3 Within a further 14 days, the member must inform the Disciplinary Panel whether they admit the allegations or not and indicate whether they wish to attend the hearing. If no response is received, the disciplinary procedure shall continue.
- 3.4 Within a further 14 days, the Disciplinary Panel will give the member written notice of the date, time and place of the disciplinary hearing. The hearing will be held as soon as reasonably practicable, but the member will be given a reasonable amount of time to prepare their case based on the information given to them by the Disciplinary Panel.

### **Disciplinary Hearing**

- 3.5 The disciplinary hearing will be held in front of the Disciplinary Panel. At the disciplinary hearing, the Disciplinary Panel will take the member through the allegations and the evidence that has been gathered. The member will be able to respond and present any evidence.
- 3.6 The member may ask relevant witnesses to appear at the hearing, provided they have given the Disciplinary Panel sufficient advance notice to arrange their attendance. The member will be given the opportunity to respond to any information given by a witness.
- 3.7 Written statements may be introduced only if previously produced to and/or with the consent of the Disciplinary Panel.

The Disciplinary Panel may make a finding, following the disciplinary hearing, that the allegations are:

- (a) Proved, in whole or in part; or
- (b) Unproved, in whole or in part.

The decision by the Disciplinary Panel and its reasons, along with any disciplinary penalty if appropriate, will be communicated to the member within 14 days of the date of the disciplinary hearing.

### **Disciplinary Penalties**

- 3.8 If the Disciplinary Panel finds the conduct alleged to be proved, in whole or in part, it shall impose such of the following actions as seem appropriate given the circumstances of the case:
  - (a) Take no action (only if there are strong mitigating circumstances)
  - (b) Give a reprimand or caution
  - (c) Be expelled from membership on either a temporary or permanent basis.
- 3.9 In addition, in the case of a judge:
  - (a) He be removed from the panel or panels
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In addition, in the case of an official:

- (a) He be prevented from officiating in any capacity at any Society affiliated show or event

- 3.10 If in relation to an offence dealt with by a court of law relating to an animal welfare offence, if a member is found guilty the Society will take reciprocal action to that imposed by the Court i.e. if the Court issues a warning or reprimand the Society will similarly warn or reprimand the member.

In the case of a Court banning a member from keeping/owning animals for a period of time the Society will revoke the membership of the member found guilty and ban them from membership for the full period of the ban imposed by the court.

- 3.11 There is no appeal against an identity or pedigree complaint proven by the process outlined above.
- 3.12 There is also no appeal against a welfare issue determined by a Court of Law.

### **Appeal**

- 3.13 If a member feels that disciplinary action taken against them is wrong or unjust then they should appeal in writing, stating the full grounds of appeal, to the Secretary within 14 days of the date on which they were informed of the decision of the Disciplinary Panel. The member will also be required to deposit with the Society the sum of £200.
- 3.14 Upon receipt of an appeal and appropriate fee, the Chair and Vice Chair of Council acting together will appoint an **Appeal Committee** comprising three members who may not be members of the Society and one of whom shall be a solicitor.
- 3.15 Appeals may be dealt with by written representations or at an appeal hearing. The Appeal Committee will give the member written notice of the date, time and place of any appeal hearing. This will normally be 14 days after the written notice.
- 3.16 The Appeal Committee will consider all the evidence and make its decision which may be to:
- (d) Confirm the original decision;
  - (e) Revoke the original decision; or
  - (f) Substitute a different penalty. (which will not be a more serious penalty than the one imposed by the Disciplinary Panel.)
- 3.17 The Appeal Committee will inform the member in writing of the final decision as soon as possible, usually within 14 days of the date of the appeal hearing. There will be no further right of appeal.