

SHOW HORSE COLLECTIVE VICTORIA

S H C V

Complaints, Protests and Disciplinary Procedure

How SHCV deals with field-of-play protests and broader complaints and disciplinary matters

Show Horse Collective Victoria

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This policy forms part of the SHCV governance document suite and is to be read together with the SHCV Competition Rules and related SHCV policies.

1. Purpose

This Procedure sets out how SHCV deals and manages protests, complaints and disciplinary matters. It brings together, in one place, the on-the-day protest process referred to in the SHCV Competition Rules (Section 5) and the broader complaint and disciplinary process that applies to conduct, welfare and integrity matters raised outside the field of play.

SHCV does not operate an Appeal Committee. Decisions of the Ground Jury on the field of play are final, subject only to a protest properly lodged and dealt with under this Procedure; matters outside the Ground Jury's jurisdiction, or referred to it, are determined by the SHCV Committee.

2. Two Tracks

Track	What it covers	Decided by
Track A — Field-of-Play Protest	An eligibility, arena, judging-irregularity or classification issue arising during a class, dealt with on the day.	Ground Jury, at the show
Track B — Complaint or Disciplinary Matter	A conduct, welfare, integrity or membership issue — including a matter referred by the Ground Jury, a matter that could not be resolved on the day, or a matter raised after the event.	SHCV Committee

3. Track A — Field-of-Play Protests

Track A operates as set out in Section 5.1 of the SHCV Competition Rules:

- Protests concerning eligibility of a competitor or horse, or the conditions of the arena, must be lodged no later than 30 minutes before the start of the relevant class.
- Protests concerning an irregularity or incident during a class, or the classification of a class, must be lodged no later than 60 minutes after the posting of results for that class.
- A protest must be in writing, signed by a person 18 years or over, and accompanied by supporting evidence and any deposit required by the Show Committee.
- The Ground Jury upon the receiving the prospect will then decide the protest at the show. Its decision will be final and there is no appeal against it, other than referring a matter it considers beyond its own jurisdiction, or deserving of a penalty beyond its jurisdiction, to the SHCV Committee under Track B.
- The Ground Jury must report and document any protest and its outcome to the SHCV Committee as soon as practicable, whether or not the matter is referred on.

4. Track B — Complaints and Disciplinary Matters

4.1 What Can Be Raised

A complaint may be raised by any current SHCV member, or by a parent or guardian on behalf of a junior member, or by a spectator who may have a vested interest in the sport with the ability to provide clear evidence, in respect of an alleged breach of the SHCV Competition Rules or any SHCV policy, an allegation of horse abuse or welfare concern, harassment or bullying, a conflict of interest, or any other conduct inconsistent with the common principles of behaviour, fairness and sportsmanship.

4.2 Lodging a Complaint

- A complaint must be made formally in writing (including by email) to the SHCV Committee, marked confidential, and should include the name of the person or body it concerns, the date and nature of the incident, and the names and contact details of any witnesses. Evidence of payment must be included.
- A complaint should be lodged as soon as practicable and, other than in exceptional circumstances (including ongoing welfare or safety concerns), within 14 days of the incident or of the complainant becoming aware of it.
- A complaint concerning suspected horse abuse must be made in accordance with Section 4.2 of the SHCV Competition Rules and the SHCV Horse Welfare Policy, and may be lodged at any time.

4.3 Initial Assessment

On receipt of a complaint, the SHCV Committee will assess whether it raises a matter capable of being dealt with under this Procedure, and may seek further information from the complainant before proceeding. The SHCV Committee may decline to proceed with a complaint that is frivolous, vexatious, or without any reasonable basis. A refund of the prescribe fee may be considered by the SHCV Committee.

4.4 Investigation

- The SHCV Committee may investigate a complaint itself, or appoint one or more persons to investigate on its behalf.
- The person the complaint concerns must be given a summary of the allegation and a reasonable opportunity to respond in writing before any finding is made. As per the SHCV Constitution.
- The investigation may include seeking statements from witnesses, video or photographic evidence, veterinary or other expert opinion, and any other information reasonably relevant to the complaint.
- All parties are expected to cooperate with an investigation conducted under this Procedure.

4.5 Interim Measures

Where the SHCV Committee reasonably considers it necessary to protect the welfare or safety of a horse, rider or other person pending the outcome of an investigation, it may suspend a person's right to compete or officiate, or impose other interim conditions, for the shortest period reasonably necessary.

4.6 Determination

Having considered the investigation, the SHCV Committee will determine the complaint and may take one or more of the following actions:

- dismiss the complaint;
- issue a formal warning;
- impose conditions on a person's continued membership or participation;
- suspend a person's SHCV membership, or their right to compete, officiate or hold office, for a specified period;
- terminate a person's SHCV membership;
- disqualify a horse and rider from a class, Championship or event, and adjust placings accordingly;
- refer the matter to the police, a veterinary board, a working with children regulator, or another appropriate authority.

The SHCV Committee will notify the person the complaint concerns, and the complainant, of the outcome in writing. The decision of the SHCV Committee under this Procedure is final. All determinations will be undertaken in accordance with the SHCV Constitution.

4.7 Confidentiality and Records

All complaints, investigations and their outcomes are treated as confidential and handled in accordance with the SHCV Privacy Policy, disclosed only to those who need to know in order to administer this Procedure or a related SHCV policy. The SHCV Committee will keep a confidential record of complaints and their outcomes.

5. Relationship to Other SHCV Policies

This Procedure operates alongside, and does not replace, the specific processes set out in the SHCV Medication Control Policy (for medication and testing matters), the SHCV Horse Welfare Policy (for welfare standards), and the SHCV Child Safety Policy (for matters involving a minor, which are to be treated as urgent and escalated without delay).

6. Review

This Procedure is reviewed periodically by the SHCV Committee.