

BACCHUS MARSH PONY CLUB INC. DISPUTE RESOLUTION POLICY.

DISPUTE RESOLUTION - Grievance Policy.

In running a club, it is hard to please everyone all the time, whilst the D.C. and Committee do their utmost to maintain complete satisfaction, they also recognise that this does not always occur. If you find yourself in such a position and it relates to the rider we would encourage you to speak with the D.C. or Chief Instructor. Other issues can be directed to the Club's Grievance Officer. We ask that if you have any issues that you refrain from "talking around" as this only breeds dissatisfaction and undermines the efforts of the Club unnecessarily.

Member/s of BMPC with an issue/issues which need to be resolved can talk with or put in writing to the Club's Grievance Officer.

Depending on the nature of the issue/s and person/s involved the Grievance Officer can talk to the Zone Rep. if he/she feels it's would be inappropriate to discuss at a committee meeting. If it can't be resolved by the Zone/Zone Rep. will contact PCAV and either the PCAV or Zone Grievance Officer will organize a meeting with the parties involved!

PARENTS:

Well meaning parents are often the cause of stress and tension for the rider and instructor. Parents are often too keen to see their child/children progress and in doing so, many actually impede the child's ability to learn. The objective of an instructor, without parental assistance, is usually the best method of helping your child. Parents are not permitted to coach riders from the sidelines. This is for several reasons - firstly safety, distraction can be the biggest cause of mishaps and as a courtesy to the Instructor. The Instructor may have a lesson plan or an approach that may be different to your way of doing things. This can be a new learning experience or point of view for the rider to consider.

All parents and riders are expected to become familiar with this Handbook and PCAV/BMPC Policies.

All parents must remain in attendance with their children at Club Rallies and Events. Where there is an inability to attend, a replacement consenting Adult Guardian must be nominated and the D.C. or Chief Instructor notified.

Ref. PCAV "Code of Conduct"