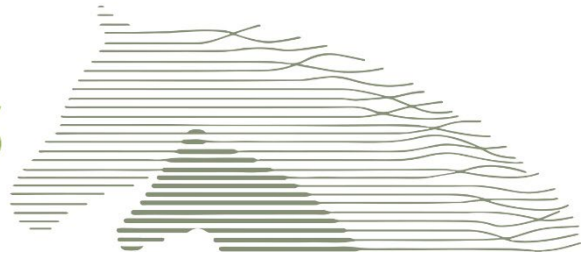


**CONNEMARA
PONY BREEDERS
SOCIETY**



**Grievance Protocol for those dissatisfied with Connemara Pony Inspections Results
Approved at Council Meeting of the 15th February 2024**

Objective: The purpose of this grievance protocol is to provide a transparent and fair process for individuals who are dissatisfied with the results of their pony inspections. This protocol aims to address concerns, resolve disputes, and ensure that the inspection process remains unbiased and consistent. All animals are allowed to be represented to the following inspections in the same calendar year with a different set of inspectors with just the charge of the inspection fee. No limit on how many times an animal can be re-presented for inspection.

1. Submission of Grievance:

Individuals dissatisfied with their pony inspection results should within 14 days of receiving the inspection report submit a written complaint (it must be signed letter) to the President of the Society at the Society's Offices and marked 'Private & Confidential'. Complaints received outside this timescale will only be investigated at the discretion of the Complaints Officer.

The written grievance should include the following details:

- Full name and contact information of the owner.
- Pony's registration name and UELN.
- Date of the inspection.
- Specific concerns or issues with the inspection results.
- Any supporting documentation or evidence.
- The complainant can also submit a separate letter from an independent person confirming the facts and basis of the complaint.

2. Complaints Investigation Panel:

The President in accordance with the [Grievance Protocol, Complaints Procedures & Complaints & Disciplinary Procedures – Connemara Pony Breeders' Society \(cpbs.ie\)](#) nominates and present names of individuals, for ratification and appointment by the Council, to serve as members of the Complaints Investigation Panel (CIP) which shall consist of up to twelve people who may, or may not, be members of the Society or of the Council, and any vacancy that might occur on the CIP shall be filled in accordance with this practice.

From the above CIP the complaints officer will form an Inspection Complaints Committee (ICC) composed of neutral and impartial individuals not involved in the original inspection.

- The ICC shall consist of three persons drawn from the CIP and shall be of mixed gender representation.

3. **Acknowledgment and Investigation:**
 - The complaints officer will acknowledge receipt of the grievance within 10 business days.
 - An investigation will be initiated promptly, involving a thorough review of the original inspection report, any supporting documents provided by the owner, and discussions with the inspector.
4. **Inspector's Response:**
 - The inspector involved in the original assessment will be given an opportunity to respond to the grievances and provide any additional information within a specified timeframe.
5. **Independent Expert Opinion:**
 - If necessary, the ICC may seek an independent expert opinion from a qualified and impartial equine professional who was not involved in the original inspection.
6. **ICC Decision:**
 - The ICC will decide based on the findings of the investigation, the inspector's response, and any independent expert opinions obtained.
 - The decision will be communicated in writing to the owner within 15 business days from the date of acknowledgment.
7. **Appeal Process:**
 - If the owner remains dissatisfied with the ICC decision, an appeals process is available. The appeal should be submitted in writing to the President within 10 business days of receiving the ICC decision.
 - A different three persons from the ICC will be selected by the Complaint Officer, will review the case, and its decision will be final.
8. **Record Keeping:**
 - Maintain records of all grievance submissions, investigations, decisions, and appeals for future reference and continuous improvement of the inspection process.
9. **Communication:**
 - Ensure transparent and timely communication with the owner throughout the grievance process, keeping them informed of each step and the expected timelines.
10. **Continuous Improvement:**
 - Regularly review and update the grievance protocol to address any identified shortcomings and improve the overall effectiveness of the pony inspection process.
By implementing this grievance protocol, we aim to uphold the integrity of the pony inspection process and provide a fair and transparent mechanism for resolving disputes.