

OEA – Policy for Receiving Feedback and Resolving Concerns

The OEA recognizes that from time to time its members may have suggestions, comments, concerns, or complaints about the operations of, and programs provided by, the OEA. The OEA is committed to operating with accountability and transparency in all its operations and welcomes the opportunity to engage in constructive dialogue with members to continue to develop and improve our services.

The OEA encourages members to feel free to provide feedback and suggestions to members of the OEA Board of Director informally on an *ad hoc* basis as issues arise. There are several ways to provide input including:

- Informal conversations with Directors;
- Email correspondence with Directors individually or through the President, Vice-President and/or Secretary;
- Participation by member Organizers in Organizers' Meetings; and
- Participation at the OEA's Annual General Meeting.

Where a member seeks to submit a formal complaint to the OEA the following guidelines apply:

- The OEA will not respond to anonymous complaints. All submissions must be received in writing to the OEA Secretary at: Secretary@ontarioeventing.ca and must be accompanied by information sufficient to allow for the thorough assessment of the issue giving rise to the submission. This includes:
 - Name, address, email & phone of the person making the complaint (including the name of the person making the complaint if it is made on behalf of a Junior).
 - Name of the person(s) against whom the complaint is made;
 - A succinct summary of the incident(s) including the time, place and underlying nature of the complaint;
 - Any additional information believed to be relevant.
- A formal submission will be acknowledged by the OEA in writing and the member making the complaint will be kept informed of any outcomes and follow-up.
- Where no specific allegations are provided, or information surrounding the allegations is insufficient to consider the behaviour, acts, or issues under review, the complainant will be notified in writing that the complaint will not proceed any further.
- All information related to the complaint will be handled consistent with the OEA's Privacy Policy [hyperlink] and will be treated as confidential.
- The OEA may request a meeting with the complainant to obtain more information, discuss the concern and explore how it can be resolved. An *ad hoc* committee of up

to 3 OEA Directors selected by the OEA Executive may be established to consider the issue and report back to the Board.

- In extraordinary cases where no resolution can be found and depending on the nature of the complaint, the OEA and the complainant might seek the services of an independent third party to mediate and help resolve the issue.
- Where a complaint raises substantial allegations of issues related to harassment, abuse, bullying or misconduct, the OEA shall, with the written consent of the complainant, refer the complaint to EC to be adjudicated under its Safe Sport Complaint process [hyperlink www.equestrian.ca/about/safe-sport].

Approved
February 13, 2024