

RDA Group Complaint Template:

Complaint Policy:

Types of formal complaints accepted:

- RDA will not handle complaints that are considered vexatious (intended to cause problems or annoyance), malicious, or without merit. This means that complaints submitted without evidence or corroborating witnesses may not be processed.
- Complaints must be made within three months of the last incident or within three months of when the complainant first became aware of the issue.
- Complaints that are the same or closely related to a previously raised complaint under any RDA UK policy will not be considered.
- RDA will not respond to anonymous complaints. However, depending on the nature of the complaint, further investigations may still be carried out.
- **Anti-bullying:** RDA understands that bullying can be difficult to define. If someone experiences or witnesses poor behaviour that may be considered harassment or bullying, it should be reported as outlined in this document.
- Allegations involving safeguarding or those that may relate to safeguarding will always be handled according to the **RDA Safeguarding Policies**, procedures, and any legal requirements.
- **Whistleblowing:** If there is a serious concern about a breach of RDA standards or conduct, the **RDA Whistleblowing Policy** should be followed. This ensures that concerns can be raised as soon as possible.

To make a complaint:

The complaint should be addressed to the Group Chair of the Trustees, where either the chair or designated person will handle the complaint. If the complaint is about the Group Chair, then the complaint should be made to the full Board of Trustees.

Complaints about Member Groups received by the RDA UK Office that have not yet been raised locally will be forwarded to the Group Chair or, if there is no Chair or the Chair is implicated in the complaint, a designated person from the Group involved. The complainant will receive confirmation from RDA UK Office that this has been forwarded to the Group, within three working days.

Section 1 – About you – Person making the complaint

Title	
First Name	
Last Name	
Date of Birth	
Address line 1	
Address line 2	
County	
Postcode	
Daytime phone number	
Alternative number (optional)	
Email	

Contact Preferences:

How would you like us to contact you? ☐ Phone ☐ Email ☐ Post

There may be times when we need to send you documents and information in relation to your complaint. How would you prefer to receive these? ☐ Email ☐ Post

Making reasonable adjustments for people with a disability, health condition or other condition is a critical part of RDA's commitment to inclusion and wellbeing. If there are adjustments, you would like us to consider please let us know.

Section 2 – The complaint

Which Group does the complaint relate to?

Group Name	
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When did the issue(s) occur?

On what date did the issue you are complaining about occur?	
When did you become aware of the problem?	

Details of the complaint:

Please summarise the complaint theme in one or two words. E.g Equine Welfare, Bullying, Governance concerns etc.	
Please describe the details of the complaint (in fewer than 1000 words)	
How has this impacted you?	

Is this complaint regarding someone in particular? Please provide their name.	
What do you feel would be a suitable outcome for the complaint?	

Section 3 – Please complete this section if you are raising the complaint on behalf of someone else.

Person filling in the form:

Title	
First Name	
Last Name	
Date of Birth	
Address line 1	
Address line 2	
County	
Postcode	
Daytime phone number	
Alternative number (optional)	
Email	
Relationship to the complainant. E.g	

Parent/Carer etc.	
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Consent :

Where appropriate, the complainant should sign to confirm that the complaint may be raised in their name.	
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