

## Applicability

This procedure applies to all Burnaby Horsemen's Association (BHA) members. The following steps are to be taken by members and the Board of Directors in the case of Bylaw, Code of Conduct, Barn Rules, or BHA Policy/Procedure infractions.

## Procedure

- 1) For the sake of a positive environment, every possible effort should be made for members to address infractions directly between members.
- 2) If this is not possible, and if infraction is barn related, complaints should next go to barn committee.
- 3) After these options have been exhausted, the member should submit a written account of the rule infraction to the board, which should include an account of prior efforts to resolve the issue.
- 4) Upon receipt of the letter, a member of the Board will follow up with the submitter to seek further information.
- 5) Based on this follow-up, the person alleged to have violated the rules or broken the Code of Conduct should be contacted and will receive a copy of the complaint letter and have the opportunity to respond in writing.
- 6) Unless the matter is of an urgent nature, the item is presented to the Board at the next Board meeting and at this time a decision will be made as to how to proceed. If the issue cannot be resolved, and member(s) is/are deemed to have violated the club Code of Conduct, the board will take steps outlined in Part 2 of the Bylaws (see 2.10 and 2.11) and arrange for arbitration.

## Supporting Documents

- 1) Related BHA Policy
  - a) Member Code of Conduct
- 2) Related BHA Constitution & Bylaws
  - a) Bylaws 2.10 and 2.11

## Review Schedule

<b>Procedure Adopted:</b>	<b>March 28 2022</b>
<b>Procedure Owner:</b>	Vice President or President
<b>Next Review Scheduled:</b>	April 2023

## Version History

Date	Version Number	Details
Sept 2021	1.0	Initial version
March 28 2022	1.1	Format change