

WOODHILL SANDS TRUST  
 Compliments and Complaints Policy  
 3 October 2022



<p><b>Introduction</b></p>	<p>The Woodhill Sands Equestrian Centre is an equestrian recreational sport and amateur training and competition facility. It is the principal equestrian training and competition venue in Rodney and also serves the wider Auckland region and across Northland and Waikato.</p>
<p><b>Purpose</b></p>	<p>The purpose of this policy is to provide a clear system for those on site at the venue to raise any compliments, concerns or complaints around any aspect of the Woodhill Sands Equestrian Centre.</p> <p>The policy is intended to create a safe and healthy environment for all participants where the venue and training or competition events provided to our riding community are provided to the highest level possible.</p> <p>The Policy will ensure that the Trust complies with its legal obligations to provide a safe environment for participants and to communicate this policy to anyone who is on site.</p>
<p><b>Scope</b></p>	<p>This policy applies to all persons on site at the Woodhill Sands Equestrian Centre at any time.</p> <p>For the avoidance of doubt this includes:</p> <ol style="list-style-type: none"> <li>a. all people who are supporting the operations of the venue (at a training or competition event) this includes all athletes, staff, officials and coaches;</li> <li>b. all people volunteering at the event; and</li> <li>c. anyone else who is supporting or spectating at a training day or competition as a condition of entry to a location.</li> </ol>
<p><b>Principles</b></p>	<p>There is an expectation that all groups will comply with the venue user agreement and adhere to good management practices set out by national organisations such as ESNZ, NZPCA, and appropriate health and safety practices under legislation.</p> <p>The Woodhill Sands Trust will endeavour at all times to follow these principles:</p> <ul style="list-style-type: none"> <li>• Being customer focused.</li> <li>• Being open and accountable.</li> <li>• Acting fairly and proportionately.</li> <li>• Putting things right.</li> <li>• Seeking continuous improvement.</li> </ul> <p>The Organising Committee (OC) is responsible for operations on the day, all complaints will go to the OC and they will need to investigate and determine if there is a breach. They can escalate to the Trust where there is a venue related issue. Any</p>

	complaints received and concluded by an OC will be reported to the Trust.
<b>Policy Application</b>	<p>This policy relates to those shows being organised by the Woodhill Sands Trust and for matters relating to the Trust (such as grounds, infrastructure or equipment owned by the Trust or relating to staff employed or engaged by the Trust.</p> <p>Compliments and concerns may be raised verbally, but all formal complaints must be made in writing to the OC on the day or to the Venue Manager, Trust Manager or Trustees after the event or incident which gave rise to the complaint.</p> <p>Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and Woodhill Sands maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own facts). Should this be the case, the situation will be explained to the complainant.</p> <p>The person receiving the complaint will respond within 2 working days, acknowledging receipt of the complaint. The complaint will then be investigated. Any conclusions reached should be discussed with the staff member /official/volunteer involved.</p> <p>The person making the complaint will receive a response based on the investigation within two weeks of the complaint being received. If this is not possible then a written statement must be sent explaining why.</p>
<b>Policy variations</b>	This policy will be varied in application if it is in regards to an event being held and organised/run by Woodhill Sands or if it is an event being held at Woodhill Sands but being organised and run by an outside group.
<b>Definitions</b>	<p>A compliment is an expression of satisfaction about the standard of service we provide.</p> <p>A concern is defined as any expression of dissatisfaction. This would include those statements made face to face, via a phone call, via email or any other method.</p> <p>A complaint is a formal expression of dissatisfaction that raises an issue which needs to be formally investigated and is of a serious enough nature to require specific actions to be taken to understand the actions or circumstances leading up to the complaint and to identify any issues and required resolutions.</p>
<b>Review and Reporting</b>	The Venue Operations sub-committee will present annually to the Trust a report which will outline the application of the policy over the preceding 12 months and if any amendments are recommended.
<b>Key documents</b>	Woodhill Sands Complaints/Compliments form

# Woodhill Sands Trust

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## COMPLAINTS / COMPLIMENTS FORM

### DETAILS OF COMPLAINT / COMPLIMENT

DATE RECEIVED: \_\_\_\_\_

Means by Which Received:      Phone              Email              Letter              Verbal

NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

PHONE: \_\_\_\_\_ EMAIL: \_\_\_\_\_

NATURE OF THE COMPLAINT / COMPLIMENT:

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### ACTION REQUIRED ON COMPLAINT

BY WHOM: \_\_\_\_\_ WHEN BY: \_\_\_\_\_

Details of Action Required:

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Date followed up with Complainant: \_\_\_\_\_

Actions Completed: \_\_\_\_\_ Signature Date: \_\_\_\_\_

Record of any Response by Complainant:

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