

## VCA Procedures – Fixture Incidents / Complaints

### **Introduction.**

The VCA Management Committee believes it is essential to have a VCA Representative at all approved exhibitions other than Members Competitions and Dog Matches. It is mandatory for a club [ Exhibition Committee ] to appoint a VCA Representative.

### **The Role of the VCA Representative**

The Role of the VCA Representative is:

- .1 to submit a report to the VCA Management Committee on the conduct of the exhibition.
- .2 to provide advice and guidance to the Exhibition Committee and to VCA members.
- .3 in the case of incidents / complaints at the exhibition;
  - .1 to conduct an investigation to gather evidence and statements.
  - .2 submit all statements and evidence with a full report on the matter to the Chief Executive.

Note: The VCA Representative shall be empowered to co opt any VCA Member to assist with the investigation. The VCA Representative shall be empowered to require written statements relating to the incident from any member [ Reg 5.1.7. ]

### **The Role of the Exhibition Committee**

- .1 The Exhibition Committee shall refer all incidents / complaints to the VCA Representative in the first instance.
- .2 Incidents / complaints relating to the organization of or the facilities at the exhibition are to be managed by the Exhibition Committee following advice from the VCA Representative.
- .3 The Exhibition Committee shall make available to the VCA Representative any logistic support required by the VCA Representative.
- .4 Prior to the Exhibition, appoint a member of the VCA to be available to perform the role of the VCA Representative should a VCA Representative be unavailable. Ideally this member should be a trained VCA Representative or an experienced VCA member.
- .5 Assist the VCA Representative to compile a full report on the incident / complaint to the VCA Management Committee.

### Appendix A Guidelines for investigation

Where an incident / complaint is reported the VCA Representative will conduct an investigation into the incident / complaint. The following actions by the VCA Representative are applicable:

1. Identify any members who were involved in, or witness to, the incident / complaint. Instruct them that an investigation will be conducted, and that all parties are to remain at the exhibition until advised by the VCA Representative that they are no longer required.
2. Ensure that the member reporting the incident or lodging the complaint does so in a written statement. The statement must bear the full name, membership number, address, telephone number and signature of the member, and specify the date, time and location of the incident / complaint.
3. Ensure that the member responding to the complaint does so in a written statement. The statement must bear the full name, membership number, address, telephone number and signature of the member, and specify the date, time and location of the incident / complaint.
4. Identify yourself to any members who were involved in, or witness to, the incident / complaint. Obtain statements from those members – again the statements must bear the full names, membership numbers, addresses, telephone numbers and signatures of the members, and specify the date, time and location of the involvement or observation.

Note:

Under Regulation 5.1.7 Management Committee may require any person to make a written statement or statutory declaration of the facts of any matter, and that authority is delegated to the VCA Representative.

5. View the site of the incident / complaint and make notes on the characteristics of the site. If applicable sketch the site and any actions that occurred relevant to the incident / complaint.
6. Once all statements and other information has been obtained, move to a quiet room [ with instructions not to be disturbed ] and consider the statement and information. Make notes on the facts established in the statements and information.

Note:

The purpose of the investigation is not to establish guilt or innocence of any party / parties involved in the incident / complaint. The purpose is to provide evidence to enable the Investigation Committee to establish whether the nature of the incident / complaint, if proven, would constitute prejudicial conduct.

7. Once satisfied that all relevant statements and evidence has been obtained, advise all parties that they are free to leave the exhibition.
8. Advise the complainant and the respondent that the matter will be referred to the Chief Executive.
9. Compile a full report on the investigation and forward the report and all documents to the Chief Executive within five days.

Note:

If after having been instructed to remain at the exhibition venue the complainant, respondent or any witness fails to remain at the exhibition, or fails to supply a statement after having been directed to do so, that fact must be recorded in the report to the VCA Management Committee.