



1921-2021

Guardians of the Breed since 1921

PATRON: Baroness Mallalieu

A private company limited by guarantee, registered in England and Wales with company no 03002781.

Registered Charity No: 1043036

Registered Office: Woodmans, Brithem Bottom, Cullompton, Devon EX15 1NB

www.exmoorponysociety.org.uk

Unreasonably Persistent or Vexatious Complaints Policy

The Exmoor Pony Society pursues a value of respect to all. In respect to this the Society does not tolerate bullying, harassment, or intimidation, in any form, of any of their employees, Trustees, volunteers or Members.

This applies to such behaviour from members of the public and Exmoor Pony Society employees, Trustees, volunteers, or members alike.

As a basis for defining behaviour the Society uses the following definitions:

Bullying – a pattern of offensive, intimidating, malicious, insulting, humiliating behaviour intended to undermine an individual or group, gradually therefore eroding their confidence and capability.

Harassment – conduct that makes an individual or group feel intimidated or humiliated.

Both above are unwanted by the recipient(s), examples being spreading malicious rumours, ridiculing, deliberate undermining. Such behaviour is unacceptable and will not be tolerated whether occurring in the form of repetitive visits to the Society office, public meetings, by telephone or any method of written communication (including emails and social media).

The Exmoor Pony Society is committed to ensuring that, where applicable, all correspondence (in any form) is answered, and that the best possible resolution is sought to any complaint brought.

However, the nature of some complaints or the way they are pursued – particularly where correspondence/communication transgresses the boundaries mentioned above – hinders the Society's consideration of them and can also have an adverse impact on the Society's response to complaints made by other complainants or to the functioning of the Society.

In such cases the Society may resolve to terminate communication with the offender in all instances that are not related to the Society's function as a recognised DEFRA Passport Issuing Office which operates in accordance with current Zotech legislation. Such cases will be deemed as an 'Unreasonably Persistent or Vexatious Complaint' (with those concerned being identified as 'Unreasonable Persistent Complainers') and the Exmoor Pony Society view such actions as a form of harassment or bullying.

Any future correspondence from a person or persons in this category will be noted and filed with no acknowledgement. Where the behaviour of a person or persons attending a Society meeting or event falls into the above categories the person or persons involved will be requested to leave the meeting.

Further repetition, or failure to leave upon request may necessitate the assistance of the police.

Complaints about a new issue, so long as they do not deal with matters covered substantially by a previous closed complaint, will be treated on their merits and any restriction on contact will be reviewed as necessary.

The Exmoor Pony Society acknowledges that extreme cases of harassment, bullying or intimidation can constitute a criminal offence and will, where necessary, seek to pursue such cases under the Protection from Harassment Act 1997.

This policy was adopted by the Exmoor Pony Society on 9 February 2022 and will be reviewed periodically or as required by legislation or additional material.