



EQUESTRIAN SPORTS
NEW ZEALAND

ESNZ Complaints Review Officer – Position Description

Title:	ESNZ Complaints Review Officer
Appointed:	By the Board of ESNZ
Term:	A term not exceeding 3 years
Time commitment:	As and when required
Remuneration:	Voluntary
Reports to:	ESNZ CEO

Overview

Equestrian Sports New Zealand established the ESNZ Complaints Review Officer (CRO) to review complaints about disciplinary brought to ESNZ under Article 140 of the ESNZ General Regulations.

The CRO will conduct reviews with as little formality and technicality as possible, while giving proper consideration to the review and the rules of natural justice.

Term of office

Deputy CROs are appointed for a term of three years, and may be reappointed for further terms.

Criteria for appointment

- A mediator or arbitrator with a background in sport (equestrian desirable but not essential).
- Knowledge of, and experience in, matters relevant to the functions of the CRO, such as:
 - The laws of New Zealand.
 - Principles of natural justice.
 - The ESNZ disciplinary process.
- Not involved in current competition (i.e. a rider, OC member, Board member or Official)
- An ability, by reason of his or her skills or experience or both, to deal with the resolution and management of disputes.

Travel

The position is based from home/office of the CRO. Occasionally travel may be required and this would be funded by ESNZ.

Vacation of office

The person appointed as ESNZ CRO, may, at any time, be removed from office by the ESNZ Board for inability to perform the functions of the office, neglect of duty, or misconduct proved to the satisfaction of the ESNZ Board.

The person appointed as a CRO may, at any time, resign his or her office by giving one month's notice in writing to that effect to the ESNZ CEO.

Terms of Reference

Appended to this position description is the terms of reference for this role.



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ESNZ Complaints Review Officer – Terms of Reference

Objectives

To review Complaints occurring outside of the jurisdiction of the GJ, if received by ESNZ no later than 10 working days after the alleged incident.

In exceptional circumstances a Complaint may also be referred to the CRO if the Complaint is received outside of the 10 working day period.

General Information

- The Complaints Review Officer (CRO) is an independent statutory officer.
- The CRO must discharge the functions of the office with as little formality and technicality and with as much expedition as is consistent with the Legal Section of the ESNZ General Regulations, a proper consideration of the Complaint, and the requirements of natural justice.

Responsibilities

In dealing with complaints, the CRO:

- Must do what in his/her opinion is appropriate with a view to resolving complaints in a cooperative, efficient, timely and fair manner
- Shall proceed with minimum formality and technicality
- Shall be as transparent as possible, whilst also acting in accordance with confidentiality and privacy obligations, and
- Must comply with the principles of accessibility, independence, fairness, accountability, effectiveness and efficiency.

If the CRO determines the Complaint is frivolous, vexatious, trivial or otherwise without merit he/she must dismiss the Complaint. If the CRO does not make such determination the CRO must either:

- If the Complaint relates to conduct of a less serious nature and without significant consequences and the person who is the subject of the Complaint has not within the period of 6 months preceding receipt of the Complaint received an Official Warning, notify ESNZ that an Official Warning should be issued by ESNZ to the subject of the Complaint; or
- In all other cases notify ESNZ that the Complaint should proceed to a hearing before a JC.