

Code of Conduct Complaint Form



IMPORTANT: READ BEFORE FILING A COMPLAINT

The Alberta Equestrian Federation Society (AEF) is committed to upholding a respectful, safe, and ethical environment for its members, staff, volunteers, and board members. This form is intended exclusively for complaints concerning violations of AEF's Member Code of Ethics and Conduct. It should only be used to report incidents involving AEF members that violate the Code of Ethics and Conduct, specifically when these violations occur during AEF-related activities or events, or in connection with AEF business.

Safe Sport is evolving in Alberta. At this time, complaints regarding Safe Sport violations must be directed to the National Sport Organization ([Equestrian Canada](#)) as they are handled separately.

AEF reserves the right to decline any complaint that does not meet the criteria outlined below.

Criteria for Complaint Submission

AEF WILL CONSIDER COMPLAINTS THAT:

- Directly allege a violation of the AEF Code of Ethics and Conduct (e.g., disrespectful behavior, misuse of resources, breaches of confidentiality).
- Include specific, fact-based details about the alleged incident(s) (e.g., names of involved parties, dates, location, and nature of the incident).
- Contain sufficient information to allow AEF to assess and investigate the complaint.

AEF WILL NOT CONSIDER COMPLAINTS THAT:

- Lack clear connection to the AEF Code of Ethics and Conduct.
- Are speculative, vague, or based on rumor.
- Solely address personal grievances without a specific code violation.
- Relate to Safe Sport issues, as these must be addressed through the National Sport Organization.

Submission Fee

A non-refundable complaint submission fee of \$100 is required. This fee may be waived at the discretion of the Executive Director if deemed appropriate.

Complaint Details

COMPLAINANT INFORMATION

Name: _____

Address: _____

City/Town: _____ Postal Code: _____

Membership Number: _____ Phone: _____

Email: _____

Incident Details

Date of incident: _____

Legal land description where incident occurred: _____

Address where incident occurred: _____

City/Town _____ Postal Code: _____

Involved parties: _____

Detailed description of the alleged code violation (attach additional pages if necessary)
Include specific actions, statements, and any relevant context.

Supporting Evidence (if available):

Attach any supporting documents, witness statements, or other evidence that supports your complaint.

Desired Outcome:

Specify if you have any desired resolution or action you believe is appropriate.

Statement of Understanding

By signing below, I understand and acknowledge the following:

1. This complaint pertains only to AEF's Code of Ethics and Conduct.
2. I have provided accurate, complete, and truthful information to the best of my knowledge.
3. AEF may pursue an informal resolution first; if unresolved, a formal investigation may proceed.
4. I agree to maintain confidentiality and will refrain from retaliatory actions against any individuals involved in this process.
5. I understand that frivolous or unfounded complaints may not be processed.
6. All information provided will be handled confidentially.
7. I understand that complete confidentiality of the complaint process cannot be guaranteed. The contents of this document may be shared to resolve this complaint. By completing the form, you agree that the AEF Complaint Committee may share some or all of this information in the process of resolving the complaint.

Signature: _____

Date: _____

SUBMIT THIS FORM WITH PAYMENT DETAILS TO:

Electronically: Executive Director, execdir@albertaequestrian.com

Via mail: 120-251 Midpark Blvd SE, Calgary, AB T2X 1S3

AEF appreciates your commitment to upholding our shared values and maintaining the integrity of our community.

Payment Information:

Cardholder Name: _____

Signature: _____

Visa / MasterCard / Visa Debit: _____ / _____ / _____

Expiry Date: _____ / _____ CVC: _____



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