

## ATTACHMENT A

### TO DISPUTE RESOLUTION POLICY NO: 0735

1. General.
  - a. Any member, volunteer, officer, or staff member may request dispute adjudication. Requests must be presented in writing. Correspondence can be by letter or email.
  - b. Concerns and disputes that involve issues covered in other USPC policies and by-laws, such as Child Protection, are addressed in those policies and procedures.
  - c. Parties to a dispute that cannot be resolved between themselves may present the dispute to any level of USPC leadership or to the appropriate national committee chair for adjudication. The receiving entity of the dispute presentation will determine the appropriate level or functional area of the dispute and send it to that authority to address. The receiving entity will inform the originating party or parties to the dispute if the concerns are sent to another authority level or functional areas to address.
2. Persons involved in dispute resolution procedures, regardless of level of mediation, should be considered impartial and unemotional by all parties. Ideal candidates will have professional training in mediation and arbitration.
  - a. Club and Region disputes are resolved at the lowest level as practical.
    - i. The Club's District Commissioner(s) may appoint any Sponsor or other adult member as the mediator/arbitrator. If a District Commissioner is a party to the dispute, then the dispute is elevated to the Regional Supervisor.
    - ii. A District Commissioner's dispute resolution decision may be appealed, in writing, to the Regional Supervisor by any of the original parties to the dispute. The Regional Supervisor will consult with the Vice-Regional Supervisors and/or the Regional Executive Committee before offering a decision on the appeal. The Regional Supervisors' decision on appeals addressed to them is final.
    - iii. The Regional Supervisor will address any disputes between Club members, sponsors, or officers of two or more Clubs within a Region. The Regional Supervisor and/or the Regional Executive Board may appoint any other District Commissioner from within the Region or a member of the Executive Council as the mediator/arbitrator. The dispute resolution decision of a Regional Supervisor may be appealed to the Vice President of Regional Administration, whose decision is final.
    - iv. If the Club members, sponsors, or officers of two or more Clubs within a Region dispute concerns include those activities, policies, or procedures in other national level elected Vice Presidents' jurisdictions (such as Activities Council committees or Instruction Council committees), then the Vice President of Regional Administration must consult with the other affected Vice Presidents prior to determining an agreed upon decision. If,

however, the respective Vice Presidents are not in agreement to any proposed resolution, then the First Vice President will be the final decision authority.

- b. The Chair of the Centers Committee and/or the Regional Administration Council, addresses any disputes involving a Center in accordance with their contract with The United States Pony Clubs, Inc.
  - c. The Chief Executive Officer/Executive Director addresses any disputes within the National Office. Dispute concerns that involve a National Office staff member and any other volunteer, member, officer, or Sponsor is addressed by the First Vice President, in accordance with USPC policy and the regulations of employment.
  - d. The First Vice President addresses any disputes within the Board of Governors, in accordance with the USPC policy. If the First Vice President is unavailable or a party to the dispute, then the Executive Committee will appoint a Dispute Mediator or Dispute Panel from the Board of Governors.
3. These are the dispute procedures for each Club/Region, Center, or Committee/Council. Dispute procedures will reflect the following process:
- a. A letter of similar format to Exhibit A below will be sent to all affected parties.
  - b. The appropriate authority will officially form and appoint an individual as the Dispute Mediator or as members to the Dispute Panel. This appointment is determined on an as needed basis. If the dispute involves a National Office staff member or member of the Board of Governors, it will be chaired by the First Vice President, except as indicated in paragraph 2.c. above.
  - c. Should mediation not take place or be unsuccessful, then a full review of the circumstances will be undertaken and a final decision rendered by the appropriate authority. This final decision will also recognize that other policy and procedural steps may need to be undertaken beyond the final determination of the Dispute Mediator or Panel.
  - d. Unless a participant declines mediation, the First Vice President will send the mediator copies of all necessary information, and instruct the mediator to arrange a date and time for the mediation session. The Mediator may at his/her discretion conduct individual interviews with all parties prior to the mediation call. A USPC conference line may be used for the conduct of the dispute mediation process, in coordination with the National Office.
  - e. It is highly recommended that the Mediator include a neutral/impartial person to take notes. The identified person must understand the need for confidentiality. Mediation session notes will be shared with all parties, and maintained in a secure file at the National Office. With the agreement of the participants the session may be recorded as an alternative to using the neutral/impartial note taker.
4. All dispute resolution procedures of any Committee, Council, or the National Office, must reflect the USPC Dispute Resolution Policy and this Attachment A (Procedures) and have the following in place:

- a. Written designation and acknowledgement of the panel or designated persons charged with the responsibility to act on behalf of the Club/Region/Committee or Council in the implementation of the dispute resolution process (see paragraph 3, below)
- b. Timeline for the process, all days are calendar days but exclude national holidays:

Day 0	Receives Request for Dispute Resolution at Any Level or Functional Area
No Later Than Day 5	Initial Receiver of Request for Dispute Resolution Acknowledges to Disputing Party(ies) of Receipt
	Initial Receiver Assesses Request to Determine Appropriate Level/ Action
No Later Than Day 15	If Required, Initial Receiver Informs Disputing Party(ies) of Appropriate Level Assessment; Forwards Request to Appropriate Authority
No Later Than Day 20	If Required, Appropriate Authority Acknowledges Receipt of Request for Dispute Resolution to Disputing Party(ies)
No Later Than Day 25	Dispute Resolution Authority Convenes Panel to Fact Find, Mediate, and Provide Recommendations
No Later Than Day 39	Panel or Designated Individuals Complete Fact Finding and/or Mediation
No Later Than Day 44	Panel or Designated Individuals Provide Initial Report and Recommendations to Dispute Resolution Authority
No Later Than Day 46	Dispute Resolution Authority Reviews Report and Recommendations; Provides Disputing Party(ies) with a Progress Report
No Later Than Day 51	Dispute Resolution Authority Provides a Decision Regarding the Dispute and Informs Party(ies)
No Later Than Day 60	Final Report Complete and Filed at Regional Level or National Office with the Appropriate Director

- c. Written appeal process including, but not limited to, the content of the appeal, identification of recipient of the appeal, timeline for the appeal
- d. Identification of point of initial review of written request
- e. Persons (by positions) that must be involved and consulted in the decision
- f. Written report regarding fact finding and fact checking by the panel or designated persons, including summary of discussions
- g. Disposition of final decision