

## **Protests/Complaints Process for Show Managers**

### **Standard Operating Procedure:**

**1. Purpose:**

Receive and act upon protests in accordance with NWA Rules & By-Laws, and to report whatever action is taken to the NWA. In the event that a person participating at a show shall commit an offense or violation described in the NWA Rules, Show Management, at its discretion, may disqualify that person from further participation in that show only. Any such offense shall be reported to the NWA for whatever further action is deemed necessary. In the event a protest is upheld, the class will be retied.

**2. Scope:**

This procedure explains how Show Management handles complaints or protests filed during their event.

**3. Responsibilities:**

Show Management:	The Official listed on the show program
Complainant:	The person filing the protest
Accused:	The person accused of the violation
NWA Office:	Be provided a copy of all communications

**4. Procedure:**

Whenever any person, firm, or corporation, hereinafter called and referred to as the complainant, believes that his, her, or its rights have been infringed upon, or that another person, firm, or corporation, hereinafter referred to as the accused, has violated the rules and regulations of the NWA, the following procedures shall be followed:

- a. If a complainant has reason to believe that an accused has violated any of the foregoing rules and wishes the matter investigated, he/she must file a written statement with the Show Management using the NWA Protest & Complaint Form with the following information:
  - The Name and Number of the exhibitor and horse.
  - The class in which the horse was exhibited.
  - The rule that the complainant believes was violated, including paragraph & page..
  - The manner in which the rule was violated.
  - The name and address of the complainant.

- b. The complainant shall submit a written statement to Show Management, along with the sum of \$200.00 before the completion of the final class of the show. If the concerns are based on an infraction in the last class, the complainant shall immediately notify Show Management that he/she intends to file a complaint and he/she shall have 30 minutes thereafter to submit said written statement the day of the show.
- c. Show Management shall then take such steps as it deems necessary to make a determination of the matter and shall: 1) notify accused within 2 hrs and 2) render a decision within 24 hours, but no later than close of the show.
- d. If the decision of Show Management is in favor of the complainant and the accused has not filed an appeal within the allotted time for appeal, the \$200.00 shall be returned to the complainant. Show Management shall also order the accused disqualified and to forfeit any prizes or money which the accused may have received. Any exhibitor who was placed or tied below the accused shall be advanced one place in the final order. If only one judge was used in the class, then he/she shall immediately tie one more exhibitor for last place.
- e. If either the complainant or the accused objects to the decision of the show management, a written appeal must be submitted within 1-hour from the time the accused is notified of the infraction by Show Management ~~an appeal may be taken to the NWHHA.~~
- f. After making its decision, Show Management shall cause a written report to be filed with the office of the NWHHA. The report shall contain a short statement of the procedure followed by Show Management in the handling of the matter and a finding of facts, and the final decision. Said report shall be filed whether or not an appeal is taken.
- g. If the decision of the Show Management is appealed, the Executive Committee, or if appropriate, the Hearing Committee shall hear the matter following the procedure as prescribed in these Rules for filing the initial complaint at its next scheduled meeting, or at some later meeting if it determines that more time is needed. The appropriate Committee shall hear the matter on the written statement and findings of facts filed by Show Management and determine if the decision arrived at was proper, based on the facts found by Show Management. If written findings of facts submitted by Show Management are incomplete or unclear, the Committee may continue the matter and ask Show Management to submit additional findings of facts.
- h. If an appeal is taken from the Show Management's decision, then the matter shall be held in abeyance until the appeal is heard and Show Management's decision shall not be put into effect until instructed to do so by the appropriate Committee.
- i. If the accused is found in violation of a rule they shall immediately return awards and ribbons to the show office. Any Exhibitor who fails to return any prize or money ordered forfeited by Show Management shall be disqualified from showing until said order is obeyed. If an appeal is filed and the decision rendered against the accused, they have 10 days to return all prizes, money and/or other penalties, as determined by the appropriate committee, at their own expense.