

## **United States Equestrian Federation Supplemental Procedures for Grievances and Complaints**

The Federation Bylaws [Part VII](#) set forth how complaints and disputes are administered by the Federation and the Hearing Committee. Bylaw 701.3 authorizes the Federation's Regulation Department (FRD) to generally administer and oversee all complaints. Additionally, it empowers the FRD to promulgate procedures in addition to those set forth in the Bylaws for effective administration of reports of violations or formal complaints received by the Federation. Under this authority, the FRD adopts these additional procedures.

### **1. Complaint Forms**

Claimants may attach any evidence that they have to a Complaint Form. This will not be the only opportunity to produce evidence. If a matter proceeds to a hearing, each party to the proceeding will have the opportunity to produce evidence in support of their position and an opportunity to inspect the evidence produced by any other party.

### **2. Hearing Committee Panels**

Prior to the appointment of a hearing panel, the FRD will obtain any disclosures that the panelist may have regarding potential conflicts of interest with any party to the dispute. Such disclosures will be provided to the parties when the panelists are identified. As provided in Bylaw 702.2, each party will be provided 5 business days to object to any panelist, in writing, showing good grounds for recusal, including bias or conflict of interest.

### **3. Timelines**

As stated in Bylaw 702.4, if a matter is not resolved informally and proceeds to a hearing, the Notice of hearing will include a schedule with deadlines for the proceeding, which will include a deadline for the parties to exchange of list of anticipated witnesses, with a brief description of their expected testimony, and any exhibits that the parties anticipate using at the hearing. All papers filed must be served on the opposing party or parties. Except for grievances heard on an expedited basis and disputes filed pursuant to GR316, the following timelines serve as general guidance but may be adjusted at the discretion of the FRD if the circumstances warrant:

- a. Filing of complaint- Upon receipt of a properly filed complaint, the Federation shall notify all parties within 7 business days that such complaint has been filed.
- b. The Federation shall promptly identify a hearing panel. Such identification must include the disclosures in 2 above.
- c. Upon notice of the properly filed complaint, the respondent(s) shall have 21 calendar days to file an Answer to the complaint. Such Answer must be served on all parties.
- d. Upon receipt of the Answer, the Federation shall have 30 calendar days to attempt to resolve the matter informally and reach an amical resolution. This time period may be extended upon written consent of the parties.
- e. If a dispute is not informally resolved following the 30 day or extended period in b above, the Federation shall identify a Hearing Panel within 14 calendar days. Such identification must include the disclosures referenced in 2 above.
- f. The seating of a panel must not exceed 30 calendar days from the date the first panel is identified.
- g. When the panel is seated, a Notice of Hearing shall be issued to the parties, with a deadline to identify potential witnesses and produce exhibits intended to be introduced as evidence at the hearing. This information shall be exchanged between the parties no later than 7 calendar days before the hearing.
- h. The hearing shall occur within 90 calendar days of a properly filed complaint unless agreed to by the parties.

**Resources:**

**Athlete Ombuds**

The Office of the Athlete Ombuds offers independent, confidential advice to elite athletes regarding their rights and responsibilities in the Olympic and Paralympic Movement, and assists athletes with a broad range of questions, disputes, complaints, and concerns.

Phone: 719-866-5000

Email: [ombudsman@usathlete.org](mailto:ombudsman@usathlete.org)

Website: [usathlete.org](http://usathlete.org)

**Athlete Ombuds Confidentiality and Privacy Policy:**

(A) In general.—The Office of the Athlete Ombuds shall maintain as confidential any information communicated or provided to the Office of the Athlete Ombuds in confidence in any matter involving the exercise of the official duties of the Office of the Athlete Ombuds.

(B) Exception.—The Office of the Athlete Ombuds may disclose information described in subparagraph (A) as necessary to resolve or mediate a dispute, with the permission of the parties involved.

(C) Judicial and administrative proceedings.—(i) In general.—The ombudsman and the staff of the Office of the Athlete Ombuds shall not be compelled to testify or produce evidence in any judicial or administrative proceeding with respect to any matter involving the exercise of the duties of the Office of the Athlete Ombuds.(ii) Work product.—Any memorandum, work product, notes, or case file of the Office of the Athlete Ombuds—(I) shall be confidential; and(II) shall not be—(aa) subject to discovery, subpoena, or any other means of legal compulsion; or (bb) admissible as evidence in a judicial or administrative proceeding.

(D) Applicability.—The confidentiality requirements under this paragraph shall not apply to information relating to—(i) applicable federally mandated reporting requirements; (ii) a felony personally witnessed by a member of the Office of the Athlete Ombuds;(iii) a situation, communicated to the Office of the Athlete Ombuds, in which an individual is at imminent risk of serious harm; or (iv) a congressional subpoena.

**For additional information on how to file a grievance or complaint through the Federation or the procedures, please contact Emily Pratt at [epratt@usef.org](mailto:epratt@usef.org)**

**For information about how to file a grievance, go [here](#).**