

## **Conflict Resolution**

There are very clear and defined regulations in regard to disputes within Pony Club (see PCA NSW Handbook for regulations). All queries and or disputes should be made in writing firstly to the Club Secretary. If the matter cannot be successfully mediated at this level, further submissions should be made in writing to the Zone Secretary to look into the matter. If the matter cannot be successfully mediated at the Zone level then, and only then, should a final submission be made in writing to the State Office.

If Clubs or Zones need help with the mediation process they can contact the Association's Chaplin Karen Morton via email @ [karenjmorton@bigpond.com](mailto:karenjmorton@bigpond.com).

All Policies in relation to Codes of Behaviour and our Anti Harassment Policy as well as a number of other policies can be found on the Association website under the Policies tab, then under general policies.

Reference: PCA NSW April 2011 Newsletter to club Secretaries.