Complaint Procedure

- Complaints or concerns about the Homes for Horses Coalition or any of its member individuals or organizations should be directed, in writing, to the coordinator at info@homesforhorses.org.
- Complaints will be reported to the oversight team consisting of at least one representative of each sponsoring organization (The HSUS, ASPCA and AWI), and will be kept on file by the coordinator for seven years after the resolution of the complaint.
- The degree of inquiry and procedures used to inquire about the complaint will be determined by the oversight team and may vary depending on the nature of the allegation(s) and the full circumstances of the situation. Confidentiality will be maintained to the extent practical and to the extent consistent with the ability to thoroughly inquire about the complaint.
- In order to facilitate a comprehensive inquiry, the party making the complaint should provide adequate substantiation of its allegations. The oversight team will actively engage the expertise of appropriate experts in making such determinations.
- The oversight team will have final authority on deciding the course of action that the Coalition will follow in response to any complaint that it receives.
- If the Coalition determines, through a complaint, inquiry, or otherwise, that a member organization or individual has been convicted of, or is subject to a pending investigation related to animal cruelty or financial misconduct the Coalition will take prompt action which may include, but shall not be limited to, revocation of the individual's or organization's membership in the Coalition. The individual or organization will be notified immediately in writing of its violation and may be disqualified from further participation with the Coalition.

Criteria for Removing a Member from the Homes for Horses Coalition

1. A member will be removed from the member list if their website is no longer live and their listed email contact bounces and they cannot be reached by telephone.

2. A member will be removed from the Coalition if the coordinator confirms that the organization has been dissolved by its Board of Directors, voluntarily closed, or been ordered to close by any municipal, state, or federal agency.

3. If the Coalition receives reliable and substantiated information regarding an investigation of a member organization pertaining to equine welfare, the Coalition reserves the right to remove the member, whether or not the investigation results in any charge of animal abuse, financial misconduct or any related criminal charges.

4. A member will be removed from the Coalition if the organization no longer meets the requirements for membership in the Coalition.

5. A member that is organized as a 501c3 tax exempt organization will be removed if the Coalition becomes aware that the member has violated any legal or regulatory requirement regarding its tax exempt operations that is material to the member's participation in the Coalition.

6. Any member who wishes to be voluntarily removed from the Coalition's member list, may do so at any time by sending an email to info@homesforhorses.org.

7. Membership in the Homes for Horses Coalition is strictly voluntary and is for no definite period of time, members are free to resign from membership at any time. The Coalition reserves the right to remove members at any time, with or without cause.