

Code of Conduct for Officials, Volunteers and Staff

Branches and Centres who partner with The Pony Club are expected to offer a great experience for children and young people where they can learn new things in a positive, safe, inclusive and respectful, yet fun environment.

Pony Club Officials, Volunteers and Staff play a key part in building a Member's confidence both on and off their horse and they have a great opportunity to be a positive role model within equestrianism.

Officials, Volunteers, and Staff have the right to:

- Fair and equitable treatment by The Pony Club.
- Be protected from abuse by Members, Parents / Persons with Parental responsibility, or other adults.
- Access on-going training and information on all aspects of leading or managing activities for Members, particularly regarding safeguarding children and adults at risk.
- Support procedures for responding to and reporting concerns about safeguarding and poor practice / conduct.
- Access to professional support services if necessary and appropriate.
- Not be left in vulnerable circumstances when working for The Pony Club.

Code of Conduct

In return, as Pony Club Officials, Volunteers, and Staff, you are expected to

- Keep yourself safe and be aware of your safeguarding responsibilities.
- Report any concerns of abuse or poor practice / conduct to the Club Safeguarding Officer immediately. All concerns and accidents should be dealt with in line with The Pony Club policies and procedures – do not allow them to go unchallenged or unrecorded.
- Inform Parents /Persons with Parental responsibility, where appropriate, of any problems or concerns relating to their child or if their child is injured. N.B. Do not inform Parents / Persons with Parental responsibility if it is likely to put the Member in further danger of significant harm.
- Maintain confidentiality about sensitive information for the dignity of all involved.
- Ensure your certification remains up to date as necessary in accordance with the requirements of Regulated Activity / Work, including disclosure checks, and safeguarding.
- Inform the District Commissioner / Centre Proprietor and the Central Safeguarding Team (at The Pony Club Office) immediately if accused, investigated or convicted of an offence in order that appropriate measures can be taken to safeguard the children and adult concerned.
- Always conduct yourself in an appropriate manner, either face to face and when using social networking sites or other technology.
- Be a positive role model displaying a consistently high standard of behaviour and appropriate appearance, and lead by example.
- Be positive, approachable and always promote the objectives of The Pony Club.
- Be friendly, supportive and show respect to all Members, Coaches, Officials, Volunteers, Staff and Parents / Persons with Parental responsibility, whether at your Branch/Centre or another.
- Promote the physical and emotional well-being of all Members and horses / ponies in line with the welfare policy.

- Treat all Members fairly and equally, praising as appropriate and ensuring that they feel valued.
- Do not show favouritism and discourage unfair competition.
- Consider the wellbeing and safety of Members before the development of their performance.
- Ensure the safety of all Members by providing effective supervision and proper preplanning of Pony Club activities always using safe methods.
- Foster teamwork.
- Encourage Members that taking part, learning and showing good sportsmanship is of the utmost importance and promote that participation in sport is for fun.
- Encourage and guide Members to accept responsibility for their own performance and behaviour.
- Establish and address the additional needs of any Members or other adults at risk.
- Ensure the rights and responsibilities of Members are enforced.
- Be patient and take time to explain any decisions or instructions to Members to ensure that they understand clearly what you are asking of them.
- Never be rude, violent, or aggressive, use foul or abusive language, be discriminative, bullying, or display any other inappropriate behaviour. Encourage Members to do the same. Address any inappropriate behaviour where necessary.
- Refrain from smoking and do not drink alcohol or take any other inappropriate substances that may adversely affect your judgement or performance during Pony Club activities.
- Do not engage in or condone unsportsmanlike behaviour or rule violations.
- Do not abuse Members sexually, physically, or emotionally. This includes verbal abuse or abuse via social media or other technology.
- Do not punish or belittle Members for making mistakes, never place Members under pressure or push them into sports or equestrian activities they do not want to do or are not comfortable doing. Instead, you should support Members' involvement with equestrianism.
- Never use sanctions that humiliate, harm, or put Members in danger.
- Do not criticise Officials, Coaches, Volunteers, Staff, Members, or Parents / Persons with Parental responsibility in person, on social networking sites or by the use of text messages / emails or other technology.
- Be aware that it is unacceptable, and may be considered a possible assault, to photograph or video an injured person.

In addition to the Code of Conduct, Officials, Volunteers and Staff should also be aware of and respect the following Pony Club policies, procedures and rules:

- Safeguarding policy and procedures
- Health and Safety rules
- Data protection and confidentiality requirements
- Role description and training guidance
- The Equal Opportunities and Diversity Policy Statement/Policy
- The Harassment, Bullying and Dignity at Work Policy

Procedures for handling a suspected breach of this Code of Conduct

Any minor misdemeanours and general misbehaviour should be dealt with, in confidence, informally and immediately by having a private conversation. Serious or persistent breaches of the Code of Conduct will result in action and could lead to being asked to stop working for The Pony Club.

Staff and Volunteers have separate but complementary procedures to be used for raising concerns and for the management of complaints. Both have the option to appeal against a formal decision.

Procedure for Volunteers

Volunteers and Officials who wish to raise a concern about a potential breach of the Code of Conduct, or another problem, should do so using the Problem Solving Procedure for Volunteers.

Complaints raised about an Official or Volunteer will be managed using the Problem Solving Procedure for Volunteers.

Procedures for Staff

Staff may raise concerns about a potential breach or other problem using The Pony Club's Grievance Procedure.

Complaints raised about a member of Staff will be managed using The Pony Club's Disciplinary Procedure

Name Pelham Number

Signature of Official/Volunteer/Staff Member

Last reviewed January 2026
