



A.P.D.T  
UK  
ASSOCIATION of  
PET DOG TRAINERS  
**Complaints Procedure**

- 1) Complainant emails full complaint along with accompanying evidence and a contact telephone number to the office - [info@apdt.co.uk](mailto:info@apdt.co.uk)
- 2) Complaints Committee (CC) Chair rings complainant and person complained about to collect information (this is confidential and names are not shared)
- 3) CC Chair sends full report to the CC for review.
- 4) Complaint is discussed by CC and further information is requested if necessary.
- 5) A vote is taken on the outcome
- 6) If a decision cannot be agreed, the case is passed the Chair of the APDT for a final say.
- 7) Decisions are emailed to the complainant and the person complained about from the office.
- 8) If membership is revoked, a member has 28 days to appeal in writing to the office.