

1. WHAT WE CAN INVESTIGATE

- a. Complaints against either Full or Student Members of APDT (Association of Pet Dog Trainers) must be specifically in relation to a breach of the Code of Practice (CoP).
- b. All submissions, accompanying details, initial and formal investigation, and outcomes will be conducted in English.

2. HOW TO MAKE A COMPLAINT.

- a. Submission.

The following information is required

Your Details: Name, Address, Preferred contact number, Email Address (optional).

Member Details: Name of member(s), their APDT membership number(s), date and location of event.

Nature of the Complaint: Description of what they the Member(s) have allegedly done wrong which is in breach of the APDT Code of Conduct. If there are documents or other evidence to support this allegation,, if possible please also include them with your complaint. If the incident was witnessed, please include any information together with any from the independent parties supporting your complaint.

3. THE PROCESS

- a. When the Complaints Committee (CC) receives a complaint, the Chair of the CC will speak to the complainant to gather more information on the complaint. This call is not recorded and is in the strictest of confidence. The Chair will make notes during this conversation. These notes will – along with other information received – be shared within the Complaints Committee but, unless required for an appeal or other legitimate purposes, stay confidential to that Committee.
- b. If the member(s) being complained about is part of the CC then a replacement member from the Executive Committee will be co-opted to the CC for this hearing only.
- c. The Chair of the CC sends an interim report to the rest of the CC for initial review.
- d. Once the CC has deemed that the complaint will be investigated, the APDT office will notify the APDT member(s) of the formal complaint and inform

them that they will be receiving a phone call from Chair CC. The member(s) will be sent a copy of the complaint (anonymised if requested by complainant) and any other evidence (anonymised as necessary) submitted and given an opportunity to respond within 14 days (extensions may be given with extenuating circumstances) of the telephone conversation with Chair CC.

- e. The CC Chair sends a formal report - including the APDT member(s) response - together with a recommendation on action, to the CC for a discussion, review and vote on recommended action.
- f. Complaints Committee will make a decision as to whether the complaint should be upheld and also the sanctions that will be applied. These sanctions could be: Loss of membership of APDT, Warning to the APDT Member(s) regarding their future behaviour. If the decision is that the complaint has not been upheld there will be no further action.

4. OUTCOME

- a. The decision (and details of any sanction) will be sent to both the complainant and the member(s) electronically and by recorded delivery.
- b. If Disciplinary action is recommended, then the member falls under the actions detailed within the Constitution of the APDT.

Both parties have 28 days – from the date of receipt of the recorded delivery - to appeal the outcome.

5. APPEAL

- a) In the event of an appeal from the complainant or the member the APDT Chair will form an Appeal Committee consisting of at least three members of the Executive Committee. This Appeal Committee will not include any members from the Complaint Committee who have investigated the complaint or any member involved in the complaint.
- b) The other party – either complainant or member – will be informed by the APDT office that an appeal has been received.
- c) The Appeal Committee will consider the initial complaint and any evidence supplied; the response from the APDT member(s) and the reports from the Complaints Committee.
- d) A decision will be made as to whether the appeal has been upheld or denied,

- e) Notice of the Appeal Committee decision and an explanation for the decision -will be sent to the complainant and the member(s) electronically and by recorded delivery.