



THE KENNEL CLUB
Making a difference for dogs

Assured Breeder Scheme complaints procedure

1. Any person wishing to make a complaint about an Assured Breeder concerning any matter pertaining to the membership of the scheme, may do so in writing to the Assured Breeder Scheme Manager (the Manager).
2. Any complaint should be lodged within 28 days, or such longer period as the Manager may at their discretion allow, from either the date when the matter of the complaint arose or from the time when the matter, which is the subject of the complaint was discovered.
3. A copy of the complaint must include a written statement and any supporting statements or evidence stating clearly what rule has been breached or where the spirit of the scheme has been contravened. A form is available for this purpose upon request.
4. Details of the complaint shall be served on the Assured Breeder concerned who will be invited to submit a written statement setting out sufficient particulars to show on what grounds the complaint is denied or, if the complaint is accepted, to submit a written statement setting out any extenuating circumstances.
5. Any written statement by the Assured Breeder shall be lodged with the Kennel Club, normally within 21 working days. The Assured Breeder's written statement shall be accompanied by signed statements from supporting witnesses (if any).
6. Following the receipt of the Assured Breeder's written statement, or, if the Assured Breeder does not submit a written statement, normally within 21 days, the Manager may investigate the circumstances of the complaint further and require either the Complainant or the Assured Breeder to provide any further information required.
7. The matter may be determined on the basis of written submissions to the Manager and may be decided on the basis of whether a material breach of the rules or the spirit of the scheme has occurred and, in the case where the information is disputed, on the balance of probability.
8. Thereafter, the complaint may be disposed of by the Manager. If the complaint is dismissed, both parties will be advised in writing. If the complaint is upheld, further action will be taken either by warning or censuring the Assured Breeder or by suspension of the member from the scheme as deemed appropriate.