



THE KENNEL CLUB

ASSURED BREEDER SCHEME

**Assured Breeder Scheme Complaint Form**

The Assured Breeder Scheme was introduced in 2004 as a platform on which the Kennel Club could promote responsible breeding practices.

If you have obtained a puppy directly from a member of the Kennel Club Assured Breeder Scheme and have experienced difficulties which you have not been able to resolve with the breeder, completion of this form will help the KC to investigate any possible breach of Scheme rules and advise you accordingly. **It is important for you to complete all sections of this form. Please do not enclose any other correspondence unless requested in the relevant section**

**1) Your Name & Address**

Title \_\_\_\_\_ Initials \_\_\_\_\_ Surname \_\_\_\_\_

Address \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Post Code \_\_\_\_\_ Tel No. \_\_\_\_\_

Email \_\_\_\_\_

**2) Dog Details**

Breed \_\_\_\_\_

KC Name of dog \_\_\_\_\_

KC registration number \_\_\_\_\_

**3) Contact details of KC Assured Breeder**

Title \_\_\_\_\_ Initials \_\_\_\_\_ Surname \_\_\_\_\_

Address \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Post Code \_\_\_\_\_ Tel No. \_\_\_\_\_

**Did you obtain your dog direct from this breeder** Yes / No

**What date did you obtain the dog on** \_\_\_\_\_

**Were you given a contract of sale when you collected the dog** Yes / No  
*(if yes please attach a copy of the contract)*

**4) Complaint information**

**Please advise what ABS rule or requirement has been breached** (see note 1)

*e.g. Rule 6.6 - breeder has not handed over a registration certificate*

Rule

\_\_\_\_\_

**Please provide brief details of the nature of your complaint** (if this relates to a health

*issue please attach a copy of a veterinary report - see note 2 )*

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**What attempt have you made to resolve this matter with the breeder ?** (see note 3)

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**What resolution are you seeking ?**

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**5) Your signature** (see note 4)

(please note that your name may be disclosed if the Kennel Club makes contact with the breeder)

Signed \_\_\_\_\_

Date \_\_\_\_\_

The Kennel Club cannot become involved with issues regarding the sale of individual puppies and this must remain a matter between the breeder and the purchaser. Further, we are not able to become involved in any monetary issues.

The purpose of this form is to establish whether or not KCAB Scheme rules have been breached. We are able to offer advice to both the breeder and the buyer. Our position in this however remains entirely neutral. Completion of the form cannot guarantee a resolution of a complaint.

Whilst the Kennel Club will always try to deal with your correspondence as expeditiously as possible, you should allow plenty of time for this to be considered.

**NOTES**

- 1) Details of all Assured Breeder Scheme rules and recommendations can be found online at [http://www.thekennelclub.org.uk/media/8866/abs\\_application\\_form\\_2014.pdf](http://www.thekennelclub.org.uk/media/8866/abs_application_form_2014.pdf)
- 2) If sending a veterinary report, please ensure that the veterinary surgeon has
  - expressed an opinion of the inheritance factors for the condition that your dog has been diagnosed with, and
  - given consent for their report to be forwarded to the breeder if deemed necessary.

Without this information, the KC will not be able to proceed with the complaint

- 3) It is expected that a purchaser will have first made contact with the breeder to try and resolve any outstanding issues directly as once the KC becomes involved, relations between breeder and owner can become strained. If the matter cannot be resolved with the breeder, upon completion of this form the Kennel Club may be able to look into this matter further.
- 4) Due to the nature of most complaints, your name may be disclosed along with any supporting documentation thought relevant if the Kennel Club writes to the breeder. Please note that the Kennel Club is compliant with the Data Protection Act and all personal details would be removed.

Please return this form to The Assured Breeder Scheme, The Kennel Club, 1-5 Clarges Street, Piccadilly, London W1J 8AB or email [abs@thekennelclub.org.uk](mailto:abs@thekennelclub.org.uk)

KC/ABS/CF1 – 08/14