

PLEASE BE ASSURED THAT DOGS NSW TAKES ANY COMPLAINTS ABOUT ITS MEMBERS IN A SERIOUS MANNER. As you may be aware, there are various types of complaints received by DOGS NSW Office and these are dealt with as follows:-

ETHICS & WELFARE COMPLAINTS

These complaints relate to issues such as unethical breeding, sale of a dog in ill health and other similar clauses in the Code of Ethics, however, it should be noted that DOGS NSW Regulations Part XIII-Code of Ethics, Clause 23 states:-

23. *Members shall at, or prior to, the sale or transfer of a dog provide to the purchaser or transferee written notice of any medical condition, disease or injury from which the dog is suffering. It is a defense to any complaint against a Member for contravention of this Clause if the Member proves that it was not reasonably practicable for the Member to know that the dog was suffering from the medical condition, disease or injury at the time of sale or transfer. It is recommended that members obtain a receipted copy of any notice given pursuant to this Regulation. (05/18)*

Ethics & Welfare complaints do **NOT** attract a complaint fee and are referred to the DOGS NSW Ethics & Welfare Working Party.

ANIMAL WELFARE & COMMUNITY LIAISON COMPLAINTS

These complaints relate to matters such as:-

- Advertising by a DOGS NSW Member of unregistered dogs, cross breeds, unrecognised breeds, dogs sold without papers, etc,
- Non-display of membership number on an advertisement or advertising to be a registered breeder when they are not
- Complaints of poor kennel conditions or over breeding
- Other matters that may require an inspection of a DOGS NSW Member's premises.

AWCLO complaints do **NOT** attract a complaint fee and should be referred to the CEO for onforwarding to the Animal Welfare & Community Liaison Officer.

DISPUTES ASSESSMENT COMPLAINTS

These complaints are generally direct breaches of ANKC Ltd and/or Dogs NSW Regulations, such as:-

- Altercation at a show (Misconduct)
- Unsportsmanlike behaviour (Misconduct)
- Failure to resolve a Non-supply of Registration papers matter
- 3rd Offence breach of Code of Ethics
- Disparage a Judge at a Show
- Incorrectly enter a dog in a show
- Forging documents
- Making derogatory or disparaging remarks by a DOGS NSW member on Facebook or other forms of social media that is a breach of Dogs NSW Articles or Regulations
- Cyber bullying by a DOGS NSW Member
- DOGS NSW Member using obscene or sexually explicit language or material in any form of media

Disputes Assessment Panel complaints **DO** attract a complaint fee of \$150.00 and are referred to the Disputes Assessment Panel for consideration and determination as to whether the matter should proceed to an Inquiry Hearing.

The above lists are not exhaustive lists, only examples.