



JUDGES EDUCATION PROGRAMME (BREED SHOWS)

COMPLAINTS PROCEDURE

Kennel Club Training Board
“Setting standards through education”

1. COMPLAINTS PROCEDURE

- 1.1. All complaints should be discussed with the breed club/organiser/Breed Education Co-ordinator (BEC) directly in the first instance. Formal complaints must be followed up or conducted in writing within 14 days of the event taking place.
- 1.2. Who can make a complaint?
 - Attendees at a Breed Appreciation Day or Breed Specific Assessment run under the Judges Education Programme (Breed Shows), whether acting as candidates, assessors, handlers, organisers
 - Corresponding breed clubs/councils
 - Mentors or Mentees
 - Observers or Observed Judges
 - Exhibitors
- 1.3. The breed club/organiser/BEC will have 7 days to acknowledge the complaint and up to 28 days from the date of receiving the complaint to respond in full. In exceptional circumstances more time may be required to gather facts, however the breed club/organiser/BEC must advise the complainant within the 28 day period, and state when a reply will be made.
- 1.4. The breed club/organizer/BEC must forward a report to the Canine Activities Team of the details of the complaint and any resolution offered within 14 days of the complaint being resolved.
- 1.5. If the complaint cannot be resolved by the breed club/organiser/BEC, the complainant must notify the Kennel Club, within 7 days of the breed club/organiser/BEC's response.
- 1.6. The Kennel Club is unable to process complaints over the telephone. All formal complaints must be made in writing (preferably via email) and addressed to the Canine Activities Team.

Canine Activities Team
The Kennel Club
Clarges Street
Piccadilly
London
W1J 8AB

OR judges.education@thekennelclub.org.uk

- 1.7. The complainant must provide their personal contact details (for office use only) and provide details as to when the complaint was raised with the breed club/organiser/BEC directly, attaching any associated correspondence.
- 1.8. The complainant must directly reference the alleged deviation(s) from the respective Code of Best Practice and its appendices.
- 1.9. All complaints will be dealt with internally as far as possible. Matters may be referred to the relevant Kennel Club Committee as appropriate. Please note that the Committee process may take a period of time.
- 1.10. In the event of a complaint, the Kennel Club will contact the breed club/organiser/BEC outlining the complaint(s) made in accordance with the respective Code of Best Practice and its appendices. A response will be requested within 10 working days in order to review the matter in full.
- 1.11. Breed clubs/organisers/BECs are reminded that *“All registered clubs, societies and councils are expected to maintain and abide by the highest standards in all their activities (whether licenced or otherwise), in accordance with the Kennel Club Rules and Regulations and appropriate Codes of Best Practice as published from time to time.”* Kennel Club 'C' Regulations – C.5(d).
- 1.12. In the event of deviations/breaches from this Code of Best Practice and its corresponding appendices, the Kennel Club reserves the right to:

- Render the results of any assessment, mentoring or observation to not have been held in accordance with the respective Code of Best Practice, and as such not recognise the associated results
- Stipulate that another assessment, mentoring or observation opportunity is held in accordance with the respective Code of Best Practice
- If relevant, stipulate that a breed club/council offers candidates a partial/full refund
- Amend the respective Code of Best Practice and its corresponding appendices as necessary.
- Notify the Judges Committee and any other relevant persons.