

# CANINE HOOPERS UK

## COMPLAINTS PROCEDURE



1. Any person wishing to make a complaint against another person or their dog must raise the issue with the Show Manager on the day of the event.
  - a. All details of the incident must be given, along with a required £50 fee. A Judge, Show Secretary or Show Manager may make a formal complaint without the required fee.
  - b. The Show Manager must then investigate the incident by interviewing the accused and all witnesses.
  - c. If the Show Manager feels that there is a case to answer, all details and information of the incident and £30 (£20 is kept by the show) must be sent to CHUK. At this time a cooling down period of 7 days begins.
  - d. If the Show Manager feels that there is no case to answer then this will be stated to the complainant. The complainant may choose to either drop the charge or still proceed. If the decision is to proceed, the information gathered and the £30 must be sent to CHUK. If the decision is to drop the complaint, then £30 will be refunded to the complainant and the show will retain £20.
  - e. Details of any complaint that is made, regardless of whether or not a resolution is found, must be sent to CHUK for recording.
2. Any person wishing to make a complaint against a CHUK Accredited Trainer or other representative of CHUK must lodge their complaint, in writing, along with the £30 fee, to a member of the CHUK Committee within 7 days of the incident occurring.
3. When CHUK receives a formal complaint the accused will be notified in writing within 7 working days. A reply to the notification is required within 14 days. At the end of this period, the complainant will be asked if they still want to continue. If they wish to proceed then CHUK will decide whether or not they feel there is a case to answer.
  - a. If the complainant decides not to continue £20 will be refunded and CHUK will retain the remaining £10.
  - b. If CHUK finds there is no case to answer both parties will be notified and all money is retained by CHUK.
4. The complainant may choose to drop their complaint at any point, however CHUK reserves the right to proceed with the case should they feel that it is warranted. CHUK may choose to investigate matters further before making that decision.

5. If the accused is found to be in breach of CHUK regulations, CHUK will inform the accused in writing and may impose fines, written or verbal warnings, bans and costs. If fines are not paid, the accused's membership will be frozen and they will not be allowed to compete at CHUK Licensed events. In addition, the complainant will be notified of the decision and all money will be refunded.
6. The accused party will have 14 days to appeal, in writing, regarding any decision made by CHUK. An appeals hearing will then be set and conducted. The appeal finding will be final.
7. The following are examples of causes for a dog/handler to be involved in a disciplinary process:
  - Person to person aggression
  - Dog to person aggression
  - Dog to dog aggression
  - Harsh or abusive handling of dog
  - Serious breach of CHUK rules
  - Impugning a judge's decision(s)
  - Bringing the name of CHUK into disrepute
  - Copying or reproducing any material belonging to CHUK without prior consent.
  - Using social media to impugn or undermine a judge's decision or bringing the name of CHUK into disrepute.
  - Using social media to impugn or undermine the CHUK committee or bringing the name of CHUK into disrepute.

Complaints, along with all supporting documentation, should be emailed to [training@caninehoopersuk.co.uk](mailto:training@caninehoopersuk.co.uk). Proof of payment should be sent with the email. Payment must be made via bacs to:- Account Name: Canine Hoopers UK. Account number: 68637212. Sort code: 05-02-46