

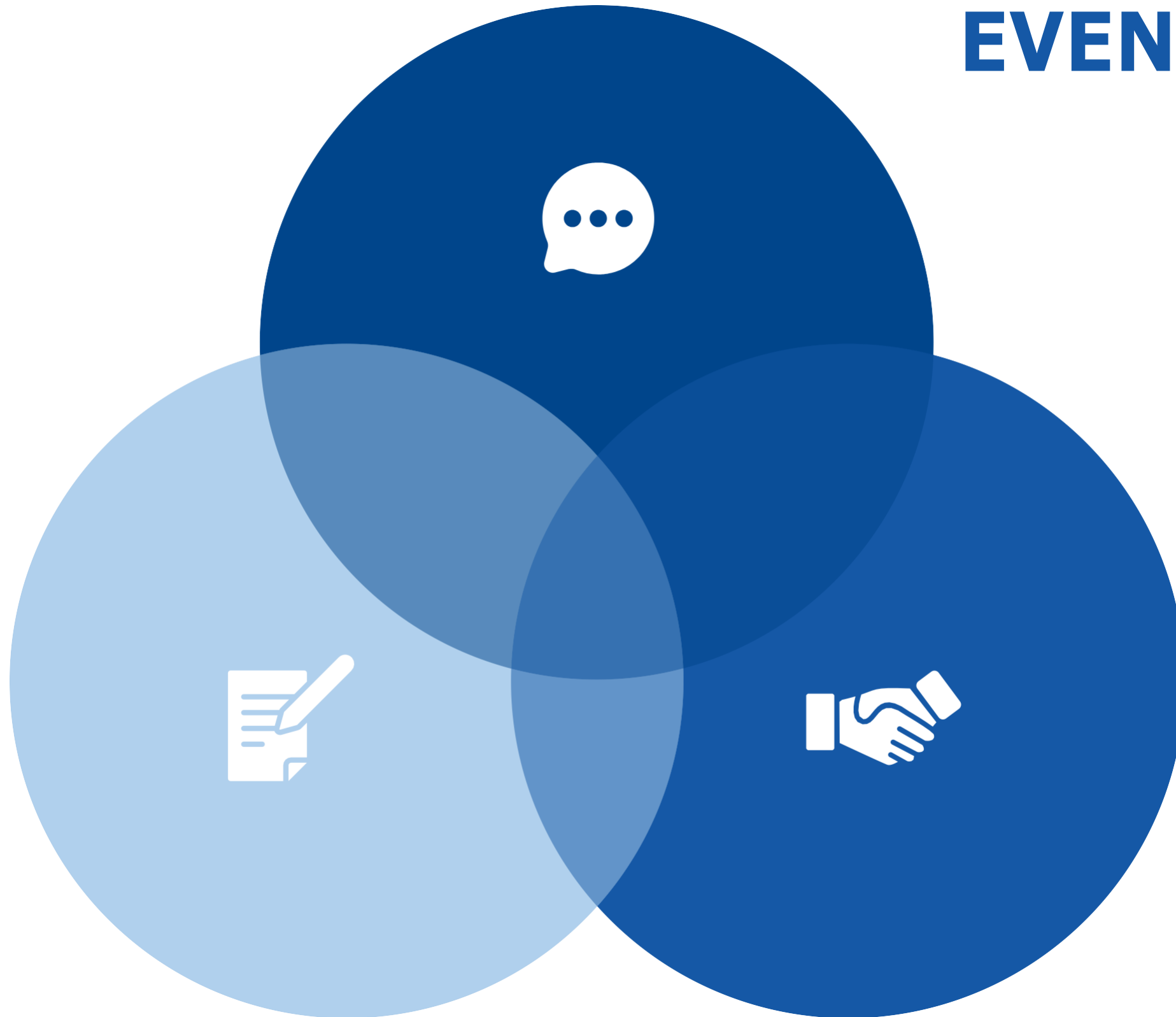


# **GUIDE TO CANINE KENNEL CLUB AKA CKC.CLUB AKA CKC.WORLD COMPLAINTS**

A GUIDE FOR EVENT HOSTING CLUBS

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# GUIDE TO COMPLAINTS FOR EVENT HOSTING CLUBS



- **One**  
Complaints alleging a violation of the Animal Pedigree Act
- **Two**  
Complaints alleging a violation of By-Laws
- **Three**  
Complaints alleging a violation of an event rule book rule.

# COMPLAINT PROCESS GUIDE

Guide to complaint process for event holding clubs.



## 1- Complaint is filed at event

Clubs holding events are required to conduct hearings when complaints or protests are filed at events as set out in event rule books



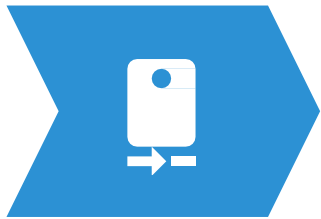
## 2- Committee is Formed

The Event Holding club shall name 3 members to form a committee to act on the complaint received by the event giving club.



## 3 - Hearing takes place

The event-holding club will conduct a hearing with all parties present. The report, evidence, and statements will be forwarded to the Canine Kennel Club (aka CKC.club aka CKC.world) head office, along with the complaint hearing fee. No decision will be made during this preliminary hearing, but a recommendation may be submitted to the Discipline Committee.



## 4 - Report is submitted to Regulatory

Event hosting club forwards the hearing transcript, evidence, statements and hearing fee to Regulatory. A hearing date is set for the matter to appear before the Discipline Committee

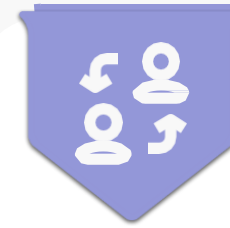


## 5 - Hearing is Complete

Discipline committee will hear the matter, deliberate and render a decision. Decision letters are sent to complainant and defendant. Results of hearings are published publicly in Kennel and Bench.

# BENEFITS OF THE PROCESS

Easy Help Guide



## Complaint is Lodged

Conflicts at events may lead to complaints. Follow the outlined process to ensure proper documentation of any complaint.



## Conflict Resolution

Hearing complaints at events helps address conflicts directly and reduces the risk of further complications.



## Benefits

Hearings which take place at shows benefit both exhibitors as evidence is fresh and witnesses and parties are present at the event.



## Other Benefits

When Complaints are filed at an event, there is no need to have the complaint form notarized which saves the complainant time and money.



## Resolution

During the complaint hearing process, as outlined in the rule book, both parties have the opportunity to present their case, be heard, and have their evidence recorded. This stage also allows for the possibility of a complete resolution and withdrawal of the complaint.

# **CANINE KENNEL CLUB AKA CKC.CLUB AKA CKC.WORLD COMPLAINT PROCESS GUIDE**

For any event type, an official complaint form must be completed, and a complaint hearing committee shall be established. The required complaint deposit must be submitted, and the event committee shall hear the complaint in accordance with the applicable rule book.

All evidence gathered by the event complaint committee shall be documented and forwarded to the Canine Kennel Club's Regulatory Department after the event.