



# Behind the Line, Inc.

[WWW.BEHINDTHELINEINC.COM](http://WWW.BEHINDTHELINEINC.COM)

531 RIVERSIDE DR.  
SALISBURY, MD. 21801

443-614-8682

## Behind the Line, Inc. - Therapy Dog Program Formal Complaint

Any member or non-member may file a complaint against a Behind the Line, inc. Therapy Dog Program member including officers, board members, and Tester/Observers. Further, it is a member's duty to report violations of Behind the Line, Inc. rules. Failure to report an incident to the office may lead to membership termination.

Reasons for reporting violations may include but are not limited to:

- Alleged misconduct
- Improper or unsafe handling and/or dog behavior
- Violations of Alliance of Therapy Dogs Rules and Regulations, Code of Ethics, or Policies, By-Laws.

All formal reports or complaints should be submitted in writing to Behind the Line, Inc. within two weeks of the event. All reports are taken seriously and will result in a formal investigation. Action taken by the Grievance and Ethics (G&E) Committee could range from no fault found to issuance of a warning, probation, suspension, or even termination of membership.

After receiving the information, the Board President assign a committee to review the complaint. The appropriate committee will contact the parties involved to inform them that a formal complaint has been filed, to give the reasons for the complaint and to advise them that an investigation will begin. Membership privileges, will be suspended until resolution of the complaint.

If the committee finds the complaint is unwarranted, the chair will inform the complainant with the reasons that the issue will not be pursued. If the committee finds the complaint warranted, the chair or designated committee member will contact the parties involved informing them that the committee has reached a final decision. All information collected by the committee will remain confidential. The complainant will be informed when the committee has reached its final decision, but each final decision will remain between the committee and the individual named in the complaint.

**Confidentiality:** BTL does not accept anonymous complaints. However, it is the intent of the Board of Directors, including the office staff of BTL, to keep any complaint information provided to BTL confidential. Be aware, depending on the amount of information released, the identity of the complainant may be reasonably ascertained.

Behind the Line, Inc. Therapy Dog Program will not pursue any complaint involving personality clashes or conflicts within local groups.

Handler's Name		Phone Number	Email:
Dog's Name			
Date of Incident	Time	Location	
Witness		Contact Information	
Facility	Contact Person	Number	

**Please answer the following questions:**

Provide a brief description of the situation or concern:

In the event of a bite report, please provide the name and contact information of the person reported to have been bitten:

Provide the names and contact information (if available) for any other eye witnesses:

Have you tried to resolve this issue yourself? If so, how?

Additional Comments (If you have supplemental pictures or documents you wish to send in, please attach them below. If they do not fit the upload limit you may email them to [office@therapydogs.com](mailto:office@therapydogs.com) with a note that they go with the online complaint/concern you filled out.):

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Complainant's Signature

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Date

Office Use:

Date Received:

Signature: