



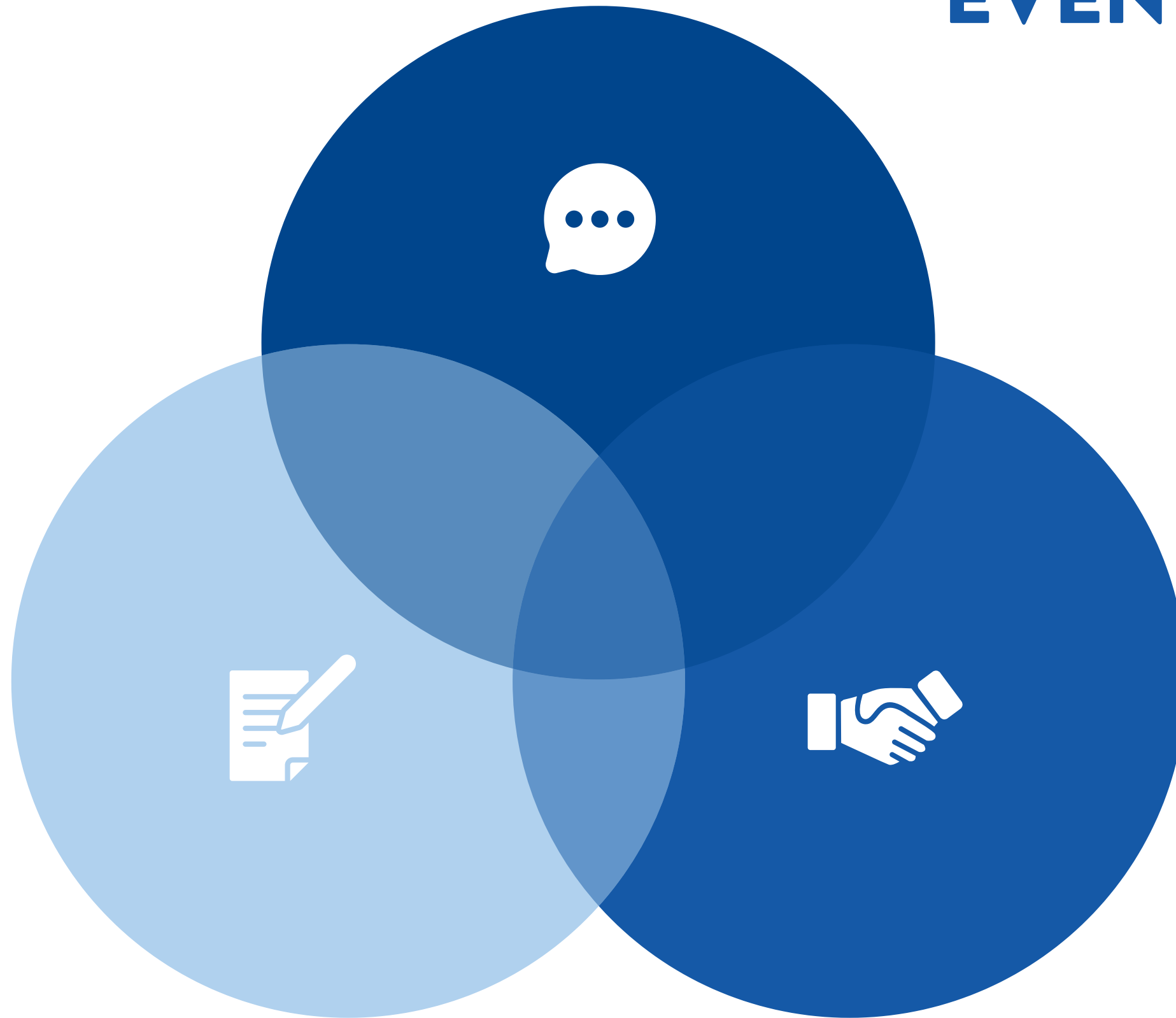
GUIDE TO CKC COMPLAINTS

A GUIDE FOR EVENT HOSTING CLUBS



CANADIAN KENNEL CLUB | CLUB CANIN CANADIEN

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



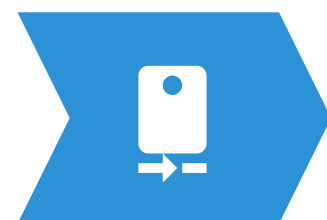
2- Committee is Formed

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 shall have a hearing while all parties are in attendance. The report, evidence and statements are forwarded to CKC head office with complaint hearing fee. No Decision is rendered at this preliminary hearing, but a recommendation can be made 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

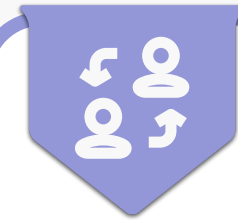


5 - Hearing is Complete

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

Conflict happens at events and complaints are lodged. Follow the process on the previous page to ensure a complaint is properly documented.



Conflict Resolution

By Hearing complaints at events this attempts to help solve the conflict at the event and lessen any additional complications as a result of conflict.



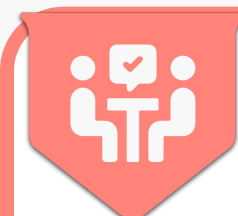
Benefits

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

While following the procedure laid out in each rule book for complaint hearing process, both parties have a chance to speak, be heard and to have their evidence documented. There is also a chance for total resolution and a withdraw of complaint at this stage.

CKC COMPLAINT PROCESS GUIDE

No matter the event type, the complaint package found here:

www.ckc.ca/en/Files/Forms/Shows-Trials/Regulatory/Official-Complaint-Package

shall be used

As per the previous page, a complaint hearing committee shall be formed, the complaint deposit paid, and the complaint shall be heard by the event committee as per the appropriate rule book.

All evidence shall be documented by the event complaint committee and forwarded to Regulatory department at CKC following the event.