



## **DOGS NSW COMPLAINTS PROCEDURES**

1. DOGS NSW will not deal with anonymous complaints, whether by telephone, email or in writing.
2. **DOGS NSW will not discuss complaint matters over the telephone. All enquires or discussion of complaints must be by email or in writing.**
3. DOGS NSW will not become involved in disputes between members in relation to the sale of dogs. These are usually private matters to be determined by the contractual agreements between parties. Disputes on such matters should be resolved through NSW Fair Trading or the Courts and not by DOGS NSW.
4. Complaints must be submitted directly by the complainant to DOGS NSW (not via a third party).
5. The complainant must, in the first instance, make all attempts to resolve the problem with the member who is the subject of their complaint, eg, breeder; ie, discuss options of refund, partial refund or replacement, DNA testing, etc.
6. If unable to come to an agreement, the complainant should submit the complaint **on the DOGS NSW-Complaint Lodgement Form** to DOGS NSW, along with all evidence such as documentary proof they have attempted to resolve the matter and, where the breeder/seller has refused, proof of the breeder's/seller's refusal, receipt/proof of purchase, veterinary report, photographic evidence, etc.
7. The complainant should, **on the DOGS NSW-Complaint Lodgement Form**, include reference to the specific DOGS NSW Regulation which it is alleged is being breached. DOGS NSW Regulations can be viewed on the website at <http://www.dogsnew.org.au/members/member-information/regulations.html>.

It should be noted that in some cases, a complaint lodgement fee of \$150.00 is required in order for the complaint to progress. (Refer Regulations Part XI - Inquiries, Investigations & Appeals, Section 3.4(a), which states:-

*3.4(a) Until the Board of Directors otherwise determines, a fee of \$150.00 is payable upon the lodgment of a complaint with the RNSWCC Secretary.*

Upon receipt of **all** of the above requirements and confirmation that the respondent is a current financial member of DOGS NSW, the complaint will be forwarded to the DOGS NSW Disputes Assessment Panel for consideration.

VIRGINIA GAGAN-WILSON

**Chief Executive Officer**