CANINE ASSOCIATION OF WA INC.
(T/As Dogs West)

COMPLAINT FORM

IMPORTANT INFORMATION – Please read the following information BEFORE lodging a complaint.

- Dogs West takes all complaints seriously. The complaints process is thorough and may take some time to complete to ensure all parties are given a fair opportunity to respond. Complaints are considered by volunteer committees that meet outside normal business hours, and hearing dates are subject to availability.

- Complaints must be submitted in writing to reception@dogswest.com or by post to 602 Warton Rd, Southern River WA 6110 on the prescribed Dogs West Complaint Form and accompanied by the applicable lodgement fee

- Anonymous complaints will not be accepted. Your contact details, and those of witnesses, will be redacted from documents provided to other parties where appropriate.

- Complaints must be made honestly and in good faith. Complaints considered vexatious, frivolous or without sufficient basis may not proceed and may have further consequences under Dogs West Regulations.

- Complaints must be lodged within the regulated timeframes. Members are encouraged to lodge complaints as soon as possible after the incident or alleged breach occurs.

- All complaints should include a clear description of the conduct complained of; relevant dates, times and locations; the names of persons involved; details of any Regulation, Code of Ethics or Code of Practice believed to have been breached (if known); and all relevant supporting evidence.

- The complainant is responsible for providing sufficient information and evidence, including witness statements if applicable, to allow the matter to be assessed.

- Supporting evidence should be provided with the original complaint. Additional evidence can only be considered where requested by the Investigations Committee or where exceptional circumstances apply.

- The complaint and supporting evidence will be provided to the respondent. The respondent will be given an opportunity to respond before the matter is considered by the Investigations Committee.

- Witness statements should only be provided by people who directly witnessed the incident or conduct complained of. Character references, hearsay statements or opinions from people who did not directly observe the events are generally not relevant.

- Dogs West does not generally deal with private disputes between members relating solely to the sale or purchase of dogs. Such matters are usually contractual disputes and should be addressed through Consumer Protection, the Courts or another appropriate authority.

- Lodging a complaint does not guarantee that disciplinary action will be taken.

- The Compliance Officer performs an administrative role only and cannot provide advice about whether a complaint should be lodged; assess the merits of a complaint; comment on evidence; predict outcomes; or advocate for either party.

CANINE ASSOCIATION OF WA INC.
(Trading As Dogs West)

COMPLAINT FORM

Use this form if you are making a complaint to the Canine Association of WA Inc. (Trading as Dogs West) against a member and alleging a breach of Dogs West Regulations, Codes of Ethics or Codes of Practice.

Important: *A copy of this complaint and all supporting evidence, with contact details for you and any witnesses redacted where appropriate, will be provided to the respondent, who will be given an opportunity to respond before the matter is considered by the Investigations Committee.*

COMPLAINANT DETAILS:

Title	**Surname**	**Given Names**	
Address			
Suburb	**State**	**Post Code**	**ANKC Member Body Membership Number** (if applicable)
Phone		**Email**	

RESPONDENT DETAILS:

(Person the complaint is being made against)

Title	**Surname**	**Given Names**	
Address			
Suburb	**State**	**Post Code**	**ANKC Member Body Membership Number** (if applicable)
Phone		**Email**	

ALLEGED BREACH

Please identify the Dogs West Regulation(s), Code of Ethics provision(s) or Code(s) of Practice you believe have been breached.
If you are unsure, provide a description of the conduct complained of.

DETAILS OF INCIDENT / COMPLAINT
Please provide a clear, factual account of the incident or conduct giving rise to this complaint.
Include:

- **What** happened?
- **When** did it occur? (Date and time)
- **Where** did it occur?
- **Who** was involved?
- **What** did you personally observe?
- If applicable, what outcome are you seeking?

(Attach additional pages if required.)

WITNESSES STATEMENTS – To be attached

- Witnesses should have **directly** observed the incident or conduct complained of.
- Witness statements **must be collected by the complainant** and attached.
- All witness statements must be **signed and dated.**
- Character references, hearsay statements or opinions from persons who did not directly observe the events are generally not relevant.

Witness Name	**Email**	**ANKC Member Body Membership Number** (if applicable)

ADDITIONAL SUPPORTING EVIDENCE

- Dogs West investigates complaints **based on the evidence provided**. The complainant is responsible for providing sufficient information and evidence to support the allegations.
- Evidence should be provided in a form that allows Dogs West to identify its source, date, context and relevance to the complaint.
- Where a piece of evidence involves multiple items, they must be numbered in the sequence they occurred e.g. social media posts/messages.

Examples include:

- **Photographs** – Provide original photographs where available. Include the date, location and a brief explanation of what the photograph shows and how it relates to the complaint. Avoid cropped or edited images where the original is available.
- **Emails** – Provide the complete email chain, including sender, recipient, dates, times and any attachments.
- **Text messages / messaging applications** – Provide screenshots showing the full conversation, including dates, times and identifying details where possible. Include sufficient messages before and after the relevant communication to provide context.
- **Social media posts** – Provide screenshots showing the account/profile name, date, post content and relevant comments. Include the link to the post where available.
- **Veterinary reports** – Provide the complete report, including the veterinary practice, date of examination and details of the animal concerned.
- **Contracts and agreements** – Provide complete copies of documents, including all pages, attachments, signatures and dates where applicable.
- **Other relevant documents** – Examples may include registration records, invoices, advertisements, correspondence, witness statements or other documents relevant to the complaint.

Please list and number each item of supporting evidence attached to this complaint (e.g. E1, E2, E3) *(Attach additional pages if required.)*

E1. _____

E2. _____

E3. _____

E4. _____

COMPLAINANT DECLARATION

I declare that:

- I have read and understood the **Important Information** accompanying this form.
- The information provided in this complaint is **true and accurate** to the best of my knowledge.
- I understand that Dogs West will collect, use and disclose the information contained in this complaint and any supporting evidence for the purpose of assessing, investigating and determining this complaint, **including providing it to the respondent,** subject to appropriate redaction where applicable.
- I understand that Dogs West may determine that no further action is required if there is insufficient information or evidence to establish a *prima facie* case that a breach of the Dogs West Regulations may have occurred.

Signature: _____

Name: _____

Date: _____

All Complaints lodged by an ANKC Member Body Member are subject to a Complaint Lodgement Fee. See Fees List for details.

The Complaint Lodgment fee can be paid in person at the Dogs West office, over the phone by calling 08 9455 1188 or by direct transfer.
Acc Name: Dogs West **BSB:** 036 039 **Account Number**: 230 123 **Ref:** Complaint Fee (Surname)