



Chats**Canada**Cats

Complainant's Guide

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GENERALITIES

Anyone who contravenes the Chats Canada Cats (CCC) By-Laws, Rules, Procedures, policies, or the CCC Ethical Code is subject to disciplinary action.

Official documents:

- <http://www.chatscanadacats.ca/docs/pdf/CCC-Ethical-Code-Ethique.pdf>
- <http://www.chatscanadacats.ca/eleveurs/reglements.cfm>

All discipline matters are the responsibility of the Ethics and Discipline Committee (EDC) and will be managed and administered as described below.

COMPLAINT

If you believe that you have been harmed by a situation that you perceive as unfair or biased regarding objectives, activities or a member of the CCC you have the right to file a complaint whether you are a member of the CCC or not.

Before filing a complaint, it is the complainant's responsibility to review the CCC rules, policies and procedures and the Ethical Code and to use the complaint form provided for this purpose.

Any complaint must be submitted in writing to the Registrar of the CCC by the prescribed deadline to the attention of the Director of Legislative Affairs. He is the trustee of the organization. All documents relative to the complaint (complaint form, evidence, copies of testimony, lists and contact details of witnesses, etc.) and the related costs (see Annex 1) must be sent in one single consignment. If the shipment is not complete, the file will be rejected.

On the direction of the Director of Legislative Affairs, the Registrar will send you a copy of your bill for the expenses incurred and the file will be forwarded to the Ethics and Discipline Committee and a copy will be sent to the advocate. No additional documents will be eligible after receipt of the original complaint.

Expiration date after notification of the problem:

- **Litigation of a commercial nature: 36 months;**
- **On clubs and shows: 12 months;**
- **About a conflict of interest: 60 months;**
- **About a registration problem: 24 months;**
- **Other nature: 24 months;**

The Ethics and Discipline Committee will deal with the requests expeditiously without being able to provide a deadline, as this depends on the nature of the complaint and the evidence of the parties.

The Ethics and Discipline Committee will acknowledge receipt of the complaint once it is received.

A complaint can be withdrawn at any time during the complaint process. A written notice is required to confirm the withdrawal of your complaint and your signature will also be required.

Fees will not be refunded.

FEES

See Appendix 1.

Payment is required before a complaint is processed. When payment is made, the EDC will receive the file for processing.

In the event that the Ethics and Discipline Committee rejects a complaint as futile and vexatious or without sufficient evidence, it has the power, in its discretion, to charge the complainant reasonable costs representing the cost of investigations and hearings.

NOTICE OF COMPLAINT AND HEARING

If the EDC deems it relevant or necessary, he may summon the parties for a hearing to allow the complaint to be dealt with.

The Ethics and Discipline Committee has the obligation to give the notice of complaint and the related hearing at least thirty (30) days before the date is fixed for the said hearing.

This hearing may be conducted electronically or in person as the case may be.

PROOF

It is the complainant's responsibility to demonstrate his allegations.

Any complaint must be substantiated.

Any statement that is not supported by sufficient evidence will be disregarded.

It is important to stick to the facts, avoid impressions, value judgments and hearsay.

NOTES

The EDC may deal with a complaint in the manner it considers appropriate while ensuring its **neutrality** and the **confidentiality** of the personal information it receives.

The EDC has the power to issue or revoke any official Chats Canada Cats document, such as records or pedigrees.

The EDC may not impose fines or penalties for reimbursement or monetary compensation, or request the closure of a cattery, this is small claims or various federal and provincial jurisdictions as appropriate. However, it may require an amendment to the Ethical Code and make recommendations to both parties, as well as to the CCC for changes in practices.

APPENDIX 1 – PRICE LIST*

Description	Regular member	Associated member	Not a member
File a complaint with the Ethics and Discipline Committee	75.00\$	75.00\$	75.00\$
File a complaint with the Ethics and Discipline Committee – for the Clubs – only in cases that checks or credit cards are not accepted and that the file is completed	N/F		
Appealing a decision of the Ethics and Discipline Committee	150.00\$	200.00\$	500.00\$
Administrative Fees – Review Committee	100.00\$	100.00\$	150.00\$

* All rates are subject to applicable taxes.

Fees are taken from the CCC Manual of policies and procedures, Chapter 6 - Committees, Council and Nominations.

APPENDIX 2 – FILLING A COMPLAINT (EXAMPLE)

First, start by making a chronology of events (ideally in tabular form) and indicate all the documents that support your statement:

Date	Fact	Comments	Witness	Document
2019-01-31	Purchase of a cat			P-1 – Sales agreement
2019-02-20	Explanation email of the issue X			P-2 – Copy of the email
2019-02-20	Meeting with the person X	I received X information during this meeting	Mrs X. – 514-555-5555 See testimony letter P-3	
Etc.				

Make sure you have all the documents that support your position.

Any unsubstantiated claim will be discredited.

Here is the type of documents, as an indication, that you should attach to your complaint:

- Sales agreement;
- Veterinarian report and necropsy, if applicable; veterinary reports must be identified by microchip number;
- Copies of written conversations between parties with date and full context;
- Microchip number of the animal;
- Any other document relevant to the complaint;
- Copy of judgement from other jurisdictions.

Afterwards, you will be able to make a summary that explains your position and what your defense is to the Ethics and Discipline Committee.