



Chats**Canada**Cats

## Defendant'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

You have been contacted by the CCC because the Ethics and Discipline Committee (EDC) has to deal with a complaint that you have been subjected to.

First of all, know that:

Anyone who believes that they have been harmed by a situation that they perceive as unfair or biased regarding objectives, activities or a member of the CCC has the right to file a complaint, whether or not she is a member of the CCC.

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.

On the instructions of the Director of Legislative Affairs, the file will be forwarded to the Ethics and Discipline Committee and a copy will be sent to you. No additional documents will be eligible after reception 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A complaint can be withdrawn at any time during the complaint process.

## **FEES**

There is no charge for the defendant to process an initial complaint.

However, if the defender appealed the EDC's decision, he or she is the plaintiff and must pay the applicable fees.

## **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.

However, a defendant who refuses to participate in the process will immediately be found guilty. If necessary, *In Absentia*.

Any complaint and defense 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, boards 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.