



National Shiba Club of America Breeder Directory and Education Program

Complaint Response Procedure

To maintain the integrity of the Breeder Directory and Education Program, the NSCA has created this Complaint Response Procedure. All breeders included on the Breeder Directory and Education Program List (hereinafter referred to as "Listed Breeder") have received a copy of this Procedure.

If a party has a contractual relationship with a Listed Breeder and a problem arises out of that relationship, the party may file a written complaint on the form attached. The complaint must describe the nature of the contractual relationship. The NSCA will not entertain any complaint unless the party and the Listed Breeder have a contractual agreement.

The complaint must be in writing and must be signed by the complainant. No anonymous complaints will be accepted.

The only issue to be dealt with under this Complaint Response Procedure is the review of how the Listed Breeder allegedly failed to comply with the Guidelines for Responsible Breeders of Shiba Inu promulgated by the NSCA.

The complaint must specifically allege the facts and circumstances which the complainant believes establish the Listed Breeder's failure to comply with the Guidelines. The complaint must be filed within 3 years from the date the Listed Breeder allegedly failed to comply. No other issues will be reviewed under this Complaint Response Procedure.

The written complaint and any supporting documentation must be submitted by e-mail to the Corresponding Secretary at board@shibas.org

Upon receipt of the complaint, the Corresponding Secretary shall forward it to the Listed Breeder involved. The Corresponding Secretary shall include a certified letter to the Listed Breeder advising him/her that he/she has 30 days in which to provide a written response to the allegations contained in the complaint. The Corresponding Secretary may grant additional time to respond at his/her sole discretion, and, with Board approval, extend additional response time as the situation warrants.

If the Listed Breeder fails to respond to the complaint, that Breeder shall be removed from the Breeder Directory and Education Program for a period of five (5) years. After the five-year removal period has expired, the Listed Breeder may reapply to the Program.

If the Listed Breeder prepares a written response to the complaint, the complaint and response shall be reviewed by the NSCA Board. If the Board believes that the Listed Breeder has failed to follow the Guidelines for Responsible Breeders of the Shiba Inu, the NSCA Board shall direct that the Listed Breeder's name be removed from the Breeder Directory and Education Program, for a period to be determined by the Board, and no fees will be refunded. If the NSCA Board finds no merit in the complaint, no action shall be taken. In either event, The NSCA Board shall review the complaint and response within 30 days after receipt of the response. The results of valid complaints and responses shall be published in club newsletter for member information.

Please use the form on the following page to register a complaint and request for response by NSCA.



**National Shiba Club of America
Breeder Directory and Education Program**

COMPLAINT AND REQUEST FOR RESPONSE

Complainant:

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone/Fax: _____

E-mail Address: _____

Listed Breeder:

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone/Fax: _____

E-mail Address: _____

The undersigned has a written contractual relationship with the Listed Breeder as follows:

1. Specifically describe the nature of the contractual relationship. Attach documentation and additional pages as needed.

2. State specifically which Guidelines you believe were not followed and the facts and circumstance that support this belief. Attach documentation and additional pages as needed.

3. Specifically describe what has been done to resolve this issue with the Breeder prior to filing this complaint.

The NSCA Guidelines for Responsible Breeders are printed on the previous page of this form. The Listed Breeder has promised to follow those Guidelines to the best of his/her ability. The undersigned believes that the above Listed Breeder has failed to follow the Guidelines.

The undersigned hereby requests a response from the Listed Breeder and a review of this matter by the NSCA.

Dated this _____ day of _____, 20____

Signature of Complainant

This form should be completed in full, signed and returned to: Board@shibas.org