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## **The British Ragdoll Cat Club Complaints Procedure**

We do not live in a perfect world and from time-to-time people do have disputes. It is always best if people can settle the disputes amicably between themselves, but this is not always possible. This document outlines the club's complaints procedure.

**ALL** complaints must be made in writing with full supporting documentation and evidence to the Honorary Secretary of the club. If the complaint concerns the Secretary, the complaint must also be sent to the Honorary Chair. Such correspondence must be treated as confidential by all parties. The letter must detail the rule that the complainant feels has been broken. Complaints will not be accepted over the telephone, email etc. They must be in writing with the complainant's contact details and signature. This is in accordance with the GCCF's own complaint procedures. The Secretary will review the complaint and may take further advice.

**There are areas that the club cannot deal with directly.**

If a complaint is regarding the sale of a sick kitten/cat, then we are not qualified to deal with such a complaint. The complainant **MUST** lodge an official complaint with the GCCF first. The Secretary can guide you through this process. Once that process has been completed the complainant should inform the club of the outcome so that the club can, if necessary, consider further action against the individual.

As per GCCF rules, we cannot be involved in a private dispute over monies or contracts. This must be dealt with privately via a solicitor.

As per GCCF rules, we cannot be involved in a possible Trading Standards issue. Again, this must be dealt with via the correct authorities.

If private legal action is being taken by either party any club complaints procedures are suspended until conclusion.

If you are in any doubt about a possible complaint, then please do contact the Secretary for guidance.

**Please note that complaints must be dealt with fairly and any decisions reached by the committee are final except where a member maybe removed from the club when the normal rules on appeal at AGM apply.**