



IACP COMPLAINT PROCEDURES

The International Association of Canine Professionals, Inc (“IACP”) Complaint Procedures provide a fair and transparent process to address complaints against an IACP member (“Member”).

The limited purpose of these Complaint Procedures is to address allegations of a Member’s conduct, which either violates the IACP Code of Conduct & Ethics or is prejudicial to the best interests of IACP.

These procedures are not intended to provide a process to address issues involving contract disputes, criminal investigations into animal cruelty, or any other types of disputes or allegations of criminal misconduct. IACP reserves the right to refer any allegations of misconduct to the appropriate authorities.

1. Who Can File a Complaint.

Any individual (“Complainant”) may file a complaint against a Member using the approved IACP Complaint Form.

2. Procedures for Filing a Complaint.

To file a complaint against a Member, the Complainant must do the following:

- a. Complete the IACP Complaint Form with all required information including the Complainant’s full name, address, phone number and email address;
- b. Sign the form, including the attestation;
- c. Attach all applicable evidence; and
- d. Submit the form and materials to IACP via email at **complaints@canineprofessionals.com** or via regular mail addressed to:

IACP
Attention: Complaints
PO BOX 928
Lampasas, TX 76550

IACP shall acknowledge receipt of all complaints within seven (7) business days. If the complaint does not include all required information, IACP shall advise the Complainant that all required information must be provided before further action will be taken.

3. Administrative Process after Complaint Filed.

The IACP Board of Directors (“Board”) shall review any complaint within 30 days and, in its sole discretion, determine if it will exercise jurisdiction over the complaint. The Board will notify in writing of its determination of exercising jurisdiction within 15 days.

- a. If the Board does not exercise jurisdiction over the complaint, it will notify the complainant via IACP Unfounded Notification Letter.
- b. If the Board exercises jurisdiction over the complaint, the Ethics Committee will investigate the complaint upon written submission of the Complaint Investigation Charge Letter. The Ethics Committee shall have the authority to conduct interviews and gather evidence on behalf of the Board. The Ethics Committee composition will be an internal IACP committee chartered as per by-laws. It’s members will consist of professional members that have maintained a membership with the IACP for a minimum of three (3) years and comprised of an odd number to facilitate decision-making.
 - i. Ethics Committee members may change with each complaint.
 - ii. An external investigation services may be used, upon Board approval.
- c. The Member against whom the complaint was filed shall be notified of the complaint and shall have the right to respond in writing to any complaint.

The Board shall review all evidence provided, including evidence gathered by the Ethics Committee, as well as any materials or response submitted by the Member. The Board may conduct additional investigation by amending the Complaint Investigation Charge Letter, including conducting additional interviews as it deems appropriate. The Board shall make a written determination of whether the complaint is either founded or unfounded within 30 days.

If the complaint is founded, the Board shall also determine what level the violation(s) meets, per the IACP Code of Conduct and Ethics Disciplinary Table. The following are the nonexclusive factors that the Board shall consider in evaluating whether a violation is Minor, Intermediate or Major:

- a. Severity of the conduct complained of;
- b. Length of time of the conduct;
- c. Impact conduct has/had on others and/or IACP;
- d. Legal impact of the conduct;
- e. Financial impact the conduct has/had to IACP;
- f. Previous founded complaints against the Member;
- g. Experience of the Member;
- h. Any other criteria deemed relevant by the Board.

The Board shall notify the Member in writing of any determination within 15 days. The Member is entitled to a full and complete copy of the complaint investigation report and complaint form.

4. Remedial/Corrective Actions.

The Board has authority to take remedial/corrective action upon a founded complaint subject to the level of the violation. The possible actions the Board may take include the following¹:

- a. Minor Violation
 - i. Written admonishment;
 - ii. Requiring completion of an educational workshop, seminar, or class approved by the Board related to the violation;
 - iii. Actions (specifically named) are conditioned on the successful completion of a voluntary mentorship agreement;
 - iv. Temporary restriction to participate in IACP voluntary programs which may include but are not limited to, Committees, CEU Provider, submitting articles for IACP publications, or speaker at IACP Conference up to 6 months; and/or
 - v. Temporary suspension of membership up to 3 months.

- b. Intermediate Violation
 - i. Written admonishment;
 - ii. Requiring completion of an educational workshop, seminar, or class approved by the Board related to the violation;
 - iii. Temporary restriction to participate in IACP voluntary programs which may include but are not limited to, Committees, CEU Provider, submitting articles for IACP publications, or speaker at IACP Conference.
 - iv. Temporary suspension of membership up to 1 year; and/or
 - v. Terminate membership (Member may be eligible to reapply for membership after a certain period of time).

- c. Major Violation
 - i. Written admonishment;
 - ii. Requiring completion of an educational workshop, seminar, or class approved by the Board related to the violation;
 - iii. Permanent restriction to participate in IACP voluntary programs which may include but are not limited to, Committees, CEU Provider, submitting articles for IACP publications, or speaker at IACP Conference;
 - iv. Terminated membership (Member may be eligible to reapply for membership after a certain period of time unless the Member also is expelled.);
 - v. Expulsion²;
 - vi. Forfeiture of all paid dues and/or fees; and/or,

¹ The Board may choose to take any and/or all of the possible actions in response to a founded complaint based on the level of the violation.

² Conviction of charges involving cruelty to or neglect of animals shall result in an automatic expulsion.

- vii. Publication of determination and actions taken in the next edition of the IACP Canine Professional Journal.

The Board shall have the authority to condition any and/or all remedial/corrective action on the successful completion of a voluntary mentorship agreement.

5. Board Reconsideration.

The Member may request the Board reconsider its decision within ten (10) business days upon receipt of the Board's determination for any reason or at any time upon the receipt of new information or evidence.

6. Confidentiality.

IACP shall keep confidential all records, documents, files, and evidence pertaining to a complaint, except as may be necessary for compliance with these Complaint Procedures or to take ancillary action with respect thereto, or unless ordered otherwise by a court or agency of competent jurisdiction. Any person initiating a complaint shall agree in writing not to disclose all or part of any record, document, file, evidence, or any decision of the Board as well as to indemnify and hold harmless the association from any claim or action that may result from such improper disclosure.

7. Complaint Filed Against an IACP Board Member.

No Board Member shall be allowed to participate in any recommendation or investigation of a complaint against himself or herself. The other Board Members shall vote on whether the Board Member should be temporarily suspended from Board duties pending the investigation.

8. Emergency Suspensions.

The Board shall have the authority to temporarily suspend any Member's membership pending the investigation into a complaint should it deem such action necessary and in the best interests of IACP. The Board shall notify the Member within twenty-four (24) hours of any such emergency suspension.

9. Other.

If the Member against whom a complaint is filed terminates their IACP membership while a complaint is pending, the Board shall complete the processing of the complaint as specified in these procedures.

10. Records.

IACP shall maintain all records regarding complaints and any action taken to investigate and/or resolve a complaint in the regular course of business.