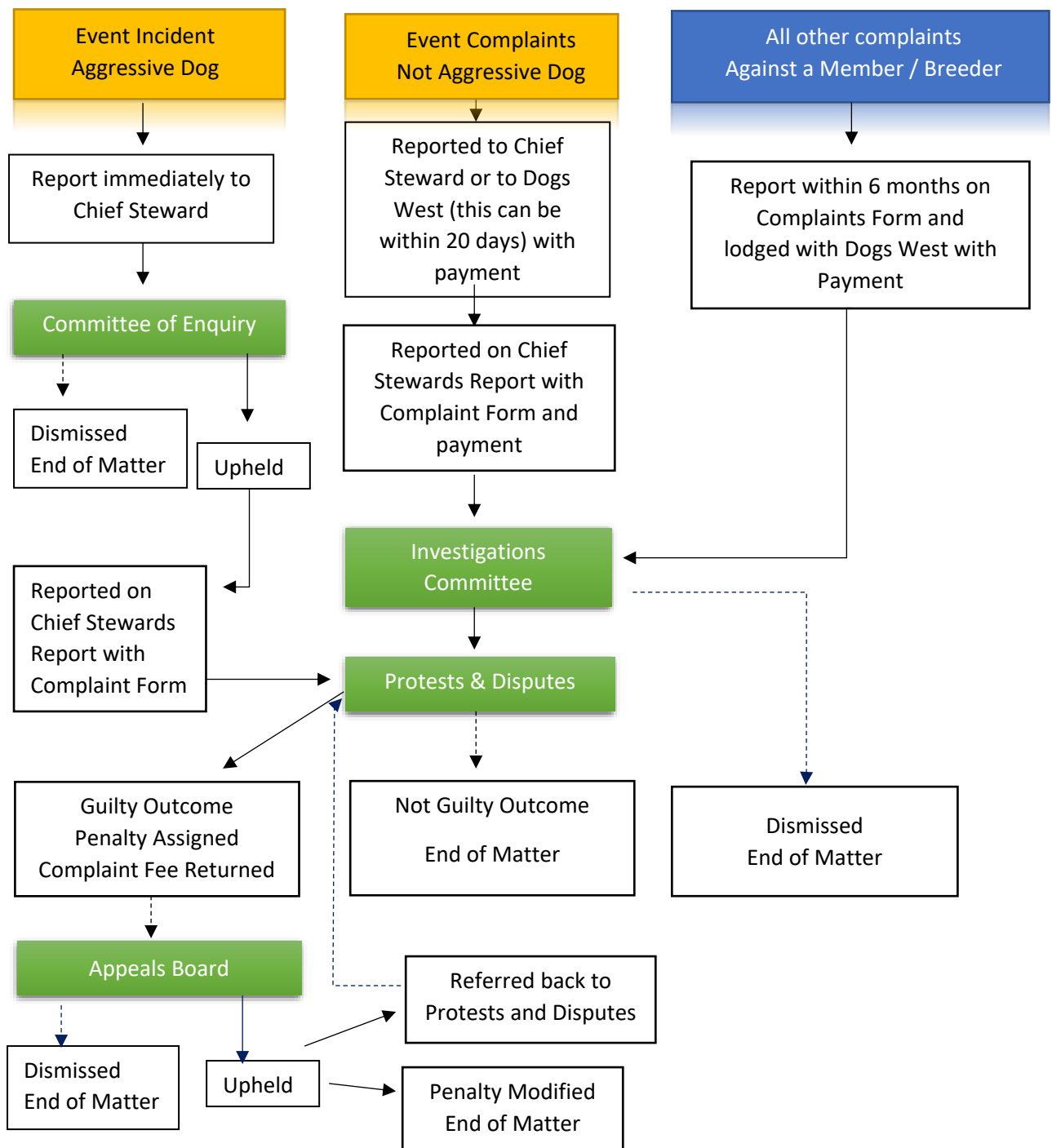


Complaints Process

Excluding office identified breaches.

In accordance with Regulation A43 some important aspects to lodging a complaint are:

- No anonymous complaints can be accepted (either by telephone, mail, or email)
- General complaint enquiries must be in email or writing.
- Complaints must be submitted by the complainant. Third Party complaints cannot be accepted.
- Complaints must be received on the Dogs West Complaints Form available on the website and at Dogs West events.
- A lodgement fee is required for a complaint to be forwarded to the Compliance Officer (see Regulation A42 for full details). All breaches at an event should be lodged at the time of the incident.
- When the complaint is upheld, the lodgement fee will be returned to the complainant.
- Disputes relating to the sale of dogs often do not involve Dogs West. These disputes should be resolved via Consumer Protection WA or via the legal system.



APPEALS – In the case where the member charged chooses to appeal a decision, this is according to Regulations A75-A83. The Appeals outcome is final.

Acknowledgement receipts and outcomes are provided by Dogs West Office to relevant parties.