

## **Reporting an Alliance of Therapy Dogs Complaint**

Any member or non-member may file a complaint against an Alliance of Therapy Dogs member including officers, board members, and Tester/Observers. Further, it is a member's duty to report violations of Alliance of Therapy Dogs rules. Failure to report an incident to the office may lead to membership termination.

Reasons for reporting violations may include but are not limited to:

- Alleged misconduct
- Improper or unsafe handling and/or dog behavior
- Violations of Alliance of Therapy Dogs Rules and Regulations, Code of Ethics, or Policies, By-Laws, or T/O Guidelines.

All formal reports or complaints should be submitted in writing to the Alliance of Therapy Dogs office within one month of the event. All reports are taken seriously and will result in a formal investigation. Action taken by the Grievance and Ethics (G&E) Committee or T/O Committee could range from no fault found to issuance of a warning, probation, suspension, or even termination of membership.

After receiving the information, the chair or designated committee member of the appropriate committee will contact the parties involved to inform them that a formal complaint has been filed, to give the reasons for the complaint and to advise them that an investigation will begin. Membership privileges and Tester/Observer responsibilities will be suspended until resolution of the complaint. If the committee finds the complaint is unwarranted, the chair will inform the complainant with the reasons that the issue will not be pursued. If the committee finds the complaint warranted, the chair or designated committee member will contact the parties involved informing them that the committee has reached a final decision. All information collected by the committee will remain confidential. The complainant will be informed when the committee has reached its final decision, but each final decision will remain between the committee and the individual named in the complaint.

**Be aware that Alliance of Therapy Dogs will not pursue any complaint involving personality clashes or conflicts within local groups.**

## Alliance of Therapy Dogs Complaint Form

Name and ATD member # (if applicable)

\_\_\_\_\_

Are you a T/O? Yes \_\_\_\_\_ No \_\_\_\_\_ T/O # \_\_\_\_\_

Phone number where the committee may reach you: \_\_\_\_\_

Your email address (if available): \_\_\_\_\_

Are you reporting a new complaint or are you providing supporting information for an existing investigation? New complaint  Existing investigation

ATD member(s) involved in the complaint:

\_\_\_\_\_

\_\_\_\_\_

Where did the situation leading to this complaint take place? If it took place in a facility, please list the contact information for the facility (person to contact and phone number, if possible):

\_\_\_\_\_

\_\_\_\_\_

Provide a brief description of the situation or concern (attach additional pages if needed):

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

In the event of a bite report, provide the name and contact information of the person reported to have been bitten:

\_\_\_\_\_

Provide the name and contact information (if available) for any other eyewitnesses (use additional pages if necessary):

\_\_\_\_\_

Have you tried to resolve this situation yourself? If so, how?

\_\_\_\_\_

\_\_\_\_\_

Additional comments:

\_\_\_\_\_

\_\_\_\_\_

(For Office Use Only) Date forwarded to committee:

Attachments (please list):