



NSW CFA COMPLAINTS FORM AND COMPLAINTS PROCEDURE

NSW CFA COMPLAINTS PROCEDURE

1. NSW CFA will not deal with anonymous complaints, whether by telephone, email or in writing.
2. NSW CFA will not discuss complaint matters over the telephone. All enquires or discussion of complaints must be by email or in writing to the NSW CFA office and not to Executive members directly.
3. The Complaint needs to be lodged with NSW CFA office within 9 months of the matter occurring
4. NSW CFA will not become involved in disputes between members in relation to the sale of Cats/kittens. These are usually private matters to be determined by the contractual agreements between parties. Disputes on such matters should be resolved through NSW Fair Trading/NCAT or the Courts.
5. The complainant must, in the first instance, make all attempts to resolve the problem with the member who is the subject of their complaint, eg, breeder; ie, discuss options of refund, partial refund or replacement, DNA testing, etc.
6. If unable to come to an agreement, the complainant should submit the complaint **on the NSW CFA Complaint Form (FORM ATTACHED)** to NSW CFA, along with all evidence such as documentary proof they have attempted to resolve the matter and, where the breeder/seller has refused, proof of the breeder's/seller's refusal, receipt/proof of purchase, veterinary report, photographic evidence, etc. Only documents lodged with the form will be considered.
7. The complainant should, **on the NSW CFA Complaint Form**, include reference to the specific NSW CFA constitution/Code of Ethics/General Operating procedures, which it is alleged is being breached. NSW CFA regulations can be viewed on the website at: [NSWCFA | New South Wales Cat Fanciers Assoc | Pedigree Cat Registering](#)

Upon receipt of **all** of the above requirements and confirmation by NSW CFA office (internally only) that the respondent is a current financial member of NSW CFA, the complaint will be forwarded to the Executive Members of the NSW CFA Management Committee.



THE RESPONDENT WILL:

1. Submit their response within 14 days of the date of the letter from NSW CFA.
2. Send the response in as one document, (posted or emailed) which will include all the evidence to be considered.
3. Incorporate an itemised written detailed account addressing each of the items of concern raised in the complaint.
4. Include all evidence to be considered, in the response document/pack submitted which should include dates and times (when using texts & photos.) to show the relevance to the complaint.
5. Include pedigrees, contracts, receipts, microchip paperwork and transfers where relevant to support your response.

NOTE:

1. No late documentation will be considered.
2. An extension of 28 days will be considered if the request is received within 5 days of the date of the initial letter sent to the respondent, in writing
3. If no response is received, within the initial 14 day period, the complaint will be dealt with in accordance with clause 19 b) of the constitution or clause 20 should this not be the first complaint against the member.



PLEASE BE ASSURED THAT NSW CFA TAKES ANY COMPLAINTS ABOUT ITS MEMBERS IN A SERIOUS MANNER. As you may be aware, there are various types of complaints received by NSW CFA Office and these are dealt with as follows;

ETHICS & WELFARE COMPLAINTS

These complaints relate to issues such as unethical breeding, sale of a cat/kitten in ill health and other similar clauses in the Code of Ethics,

The Code of Ethics is required to be upheld by all members of NSWCFA. Breaches of the Code may result in penalties according to the Constitution sections 19, 20 & 21.

A member will not be regarded as being in breach of the Code unless the breach is of a serious nature and has had, or is likely to have, a significant deleterious effect on a cat or kitten, or the member's or the association's reputation.

19. (a) When the Management Committee receives a complaint against a member or becomes aware of circumstances involving misconduct by a member, including but not limited to the breeding and sale of cats, the committee will advise the member accordingly and request a response from the member within 14 days. The committee will consider the member's response and determine whether disciplinary action will be taken.
- (b) Where a member fails to respond within 14 days (as required by clause (a)) the committee may impose a penalty of suspension of office services, judging licence, steward's accreditation, or similar until such time as the member responds.

ANIMAL WELFARE & COMMUNITY LIAISON COMPLAINTS

These complaints relate to matters such as:-

- Advertising by a NSW CFA Member of unregistered cats, cross breeds, kittens sold without papers, etc.
- Non-display of membership number on an advertisement or advertising to be a registered breeder when they are not.
- Complaints of poor cattery conditions or over breeding.
- Complaints regarding ill health of a kitten or ongoing welfare concerns.

DISPUTES ASSESSMENT COMPLAINTS

These complaints are generally direct breaches of NSW CFA constitution/ethics/policies, such as:-

- Altercation at a show (Misconduct)
- Unsportsmanlike behaviour (Misconduct)
- Failure to resolve a Non-supply of Pedigree papers matter
- 3rd Offence breach of Code of Ethics
- Disparage a Judge at a Show
- Forging documents
- Making derogatory or disparaging remarks by a NSW CFA member on Facebook or other forms of social media that is a breach of NSW CFA Social Media Policy and procedures.
- Cyber bullying by a NSW CFA Member
- NSW CFA Member using obscene or sexually explicit language or material in any form of media

The above lists are not exhaustive lists, only examples.



NSW CFA COMPLAINTS FORM:

COMPLAINT SUBMITTED BY:

MEMBERSHIP NO:

COMPLAINT LODGED AGAINST:

ALLEGATION:

ARTICLES/REGULATIONS ALLEGEDLY BREACHED:

STATEMENT BY COMPLAINANT ATTACHED:

Written statement must be attached

NAME OF ANY WITNESS/S UPON WHICH COMPLAINT RELIES:

WITNESS STATEMENTS ATTACHED: YES NO *(If a complainant is relying on the evidence of a witness, a witness statement should be attached)*

IS THERE ANY OTHER SUPPORTING DOCUMENTATION ATTACHED

YES NO

SIGNATURE OF COMPLAINANT:

DATE:

OFFICE USE ONLY:

FILE NO:

MEMBERSHIP TYPE/STATUS:

The completed application should be forwarded to: The Administrator, NSW CFA, P.O. Box 379, St Marys NSW 1790

ABN 35 318 816 506 Phone 02 9834 6577 or email office@nswcfa.asn.au