

# Pet Care Services

A s s o c i a t i o n

*The Global Resource for Pet Care Facilities*

## ETHICS COMPLAINT FORM

**INSTRUCTIONS:** This form will be used by the PET CARE SERVICES ASSOCIATION Ethics Committee to investigate a complaint against an PET CARE SERVICES ASSOCIATION member facility. Please complete the form (printed or typewritten) and **return within 30 days** to:

**PET CARE SERVICES ASSOCIATION  
Ethics Committee  
1702 E Pikes Peak Ave.  
Colorado Springs, CO 80906**

**If the incident related to this complaint required veterinary services, please read the attachment regarding illnesses and accidents.**

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- 1) Facility Name: \_\_\_\_\_ Phone #: \_\_\_\_\_  
City: \_\_\_\_\_ State/Province: \_\_\_\_\_ Zip/Postal Code: \_\_\_\_\_
- 2) Date of Check In (DD/MM/YY): \_\_\_\_\_  
Date of Check Out (DD/MM/YY): \_\_\_\_\_
- 3) Name(s) of facility staff with whom you dealt:  
\_\_\_\_\_  
\_\_\_\_\_
- 4) Species of pet (dog, cat, etc.) \_\_\_\_\_ Breed: \_\_\_\_\_ Age: \_\_\_\_\_
- 5) Has legal action been initiated or is it being contemplated? Yes: \_\_\_ Undecided: \_\_\_ No: \_\_\_

**NOTE: If you answered No to question 5 proceed to question 6**

**If you answered either Yes or Undecided to question 5 please note** that the Ethics Committee has a policy of not making recommendations on complaints that could affect current or possible future legal cases (as could be the case if you were undecided). This neutral position precludes either party from using any decisions by PET CARE SERVICES ASSOCIATION in any such legal proceedings. You can still file a complaint, however, it will be held in suspense until such time as we receive written notice from you that legal action has been completed or is no longer being considered and that you wish to reinstate the complaint *or* for one year, whichever should come first. Should you choose to reinstate this complaint, and provided the kennel is still an PET CARE SERVICES ASSOCIATION member kennel, they will be notified of such and the Ethics Committee will resume the investigation process. If we do not receive written notification to proceed within one year from the date this complaint was filed, the complaint will be dismissed.

(OVER)

6) Does the complaint involve one or more of the following? Please check any that are applicable:

- |   |  |
|---|--|
| <input type="checkbox"/> Billing                                  | <input type="checkbox"/> Business Hours                      |
| <input type="checkbox"/> Customer Relations                       | <input type="checkbox"/> Facility (physical condition, etc.) |
| <input type="checkbox"/> Grooming                                 | <input type="checkbox"/> Animal Care                         |
| <input type="checkbox"/> Services Offered / Received / Advertised |  |

7) Please explain the problem in detail in the space provided below including as much information as possible (use additional sheets if necessary). Other documentation can be included as attachments to this complaint as well (vet reports, correspondence with the kennel, etc.).

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8) Name(s) (please print for clarity): \_\_\_\_\_

E-mail address: \_\_\_\_\_ Phone #: \_\_\_\_\_

Street Address (include apt. or suite # if applicable): \_\_\_\_\_

City: \_\_\_\_\_ State/Province: \_\_\_\_\_ Zip/Postal Code: \_\_\_\_\_

Country (if other than U.S.): \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**NOTE: THIS COMPLETED FORM MUST BE RETURNED TO PET CARE SERVICES ASSOCIATION WITHIN 30 DAYS, OR COMPLAINT WILL BE DISMISSED.**

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## **ILLNESS AND/OR ACCIDENT**

Any change in environment can produce temporary but significant stress-related changes in an animal's temperament, personality, and/or habits, including a lowering of the animal's immunity to certain diseases. Further, some animal diseases are caused by airborne viruses which cannot be totally controlled, even with the most complete sanitation program. The result might be that, even in a kennel which is properly designed, well-maintained and conscientiously supervised, an animal might still contract an illness or injure himself. The fact that an illness or an injury occurs, therefore, does not in itself prove that a kennel operator is legally or ethically at fault.

For that reason, it is necessary that any ethics complaint which involves illness or accident be accompanied by supporting testimony from a qualified veterinarian who has examined the animal in question and who can attest to:

1. The specific nature and extent of the injury or illness
2. The extent to which the boarding kennel in question was responsible for, or contributed to, the problem.

Such testimony must be signed and submitted on the veterinarian's letterhead stationery. Without such substantiating testimony from an expert witness (the veterinarian), a complaint would not meet the legal requirements governing evidence as specified by the Federal Trade Commission, and would have to be considered as inadmissible speculation in any ethics investigation