

**ESSFTA**  
**BREEDER EDUCATION AND REFERRAL PROGRAM**  
**COMPLAINT RESPONSE PROCEDURE**

To maintain the integrity of the Breeder Education and Referral Program, the ESSFTA has created this Complaint Response Procedure. All breeders included on the Breeder Referral List (hereinafter referred to as “Listed Breeder”) have received a copy of this Procedure.

If a party has a contractual relationship with a Listed Breeder and a problem arises out of that relationship, the party may file a written complaint on the form attached. The complaint must describe the nature of the contractual relationship. The ESSFTA will not entertain any complaint unless the party and the Listed Breeder are in privity of contract.

The complaint must be in writing and must be signed by the complainant. No anonymous complaints will be reviewed.

The only issue to be dealt with under this Complaint Response Procedure is the review of how the Listed Breeder allegedly failed to comply with the Guidelines for Responsible Breeders of English Springer Spaniels promulgated by the ESSFTA.

The complaint must specifically allege the facts and circumstances which the complainant believes establish the Listed Breeder’s failure to comply with the Guidelines. No other issues will be reviewed under this Complaint Response Procedure.

The written complaint and any supporting documentation must be submitted by mail to the Club’s Corresponding Secretary.

Upon receipt of the complaint, the Corresponding Secretary shall forward it to the Listed Breeder involved. The Corresponding Secretary shall include a letter to the Listed Breeder advising him/her that he/she has 30 days in which to provide a written response to the allegations contained in the complaint. The Corresponding Secretary may grant additional time to respond in his/her sole discretion.

If the Listed Breeder refuses to respond to the complaint, the Listed Breeder shall be removed from the Breeder Education and Referral Program for a period of two (2) years. After the two-year removal period has expired, the Listed Breeder may reapply to the Program.

If the Listed Breeder prepares a written response to the complaint, the complaint and response shall be reviewed by the Executive Committee of the Board of Governors of the ESSFTA. If the Executive Committee believes that the Listed Breeder has failed to follow the Guidelines for Responsible Breeders of the English Springer Spaniel, the Executive Committee shall direct that the Listed Breeder’s name be removed from the Breeder Education and Referral Program for a period of two years. If the Executive Committee finds no merit in the complaint, no action shall be taken. In either event, the Executive Committee shall review the complaint and response within 60 days after receipt of the response and shall send the final decision to the Listed Breeder by registered mail.

If the Executive Committee has determined that removal from the Program is appropriate, the Listed Breeder may initiate an appeal to the Board of Governors of the ESSFTA by filing a written request for review addressed to the President of the ESSFTA. Such request for review must be received by the President within 30 days after the date the decision of the Executive Committee was sent to the Listed Breeder (evidence of the date of the sending of the decision to the Listed Breeder shall be the registered mail receipt) Removal from the list shall be stayed pending appeal. The appeal shall be heard at the next annual meeting of the Board after the decision of the Executive Committee is sent to the Listed Breeder by registered mail.

After final appeal or if no appeal, after the appeal period has expired, the Executive Committee may, in its sole discretion, publish notice of the Listed Breeder’s removal from the list for cause in the Spotlight.

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**BREEDER EDUCATION AND REFERRAL PROGRAM**  
**COMPLAINT AND REQUEST FOR RESPONSE**

Complainant:

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Phone/Fax: \_\_\_\_\_  
E-mail Address: \_\_\_\_\_

**Listed Breeder:**

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Phone/Fax: \_\_\_\_\_  
E-mail Address: \_\_\_\_\_

The undersigned has a contractual relationship with the Listed Breeder as follows:

**(Specifically describe the nature of the contractual relationship, i.e. puppy buyer, leased a bitch for breeding, contracted for stud services, etc. Attach documentation and additional pages as needed.)**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

The ESSFTA Guidelines for Responsible Breeders are printed on the reverse side of this form. The Listed Breeder has promised to follow those Guidelines to the best of his/her ability. The undersigned believes that the above Listed Breeder has failed to follow the Guidelines as follows:

**(State specifically which Guidelines you believe were not followed and the facts and circumstance that support this belief. Attach documentation and additional pages as needed)**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

The undersigned hereby requests a response from the Listed Breeder and a review of this matter by the ESSFTA.

Dated this \_\_\_\_ day of \_\_\_\_\_, 20\_\_

\_\_\_\_\_  
Signature of Complainant

This form and attachments must be mailed to:  
**ESSFTA**  
**c/o Barbara Granatir, Corresponding Secretary**  
**364 Old Wilmington Road**  
**Coatesville, PA 19320**

**ENGLISH SPRINGER SPANIEL FIELD TRIAL ASSN.**