



## **National Shiba Club of America**

### **Breeder Directory and Education Program Complaint Response Procedure**

To maintain the integrity of the Breeder Directory and Education Program, the NSCA has created this Complaint Response Procedure. All breeders included on the Breeder Directory and Education Program 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 NSCA 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 Shiba Inu promulgated by the NSCA.

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 Corresponding Secretary.

Upon receipt of the complaint, the Corresponding Secretary shall forward it to the Listed Breeder involved. The Corresponding Secretary shall include a certified 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 fails to respond to the complaint, that Breeder shall be removed from the Breeder Directory and Education Program for a period of five (5) years. After the five-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 NSCA Board. If the Board believes that the Listed Breeder has failed to follow the Guidelines for Responsible Breeders of the Shiba Inu, the NSCA Board shall direct that the Listed Breeder's name be removed from the Breeder Directory and Education Program, for a period of time to be determined by the Board, and no monies will be refunded. If the NSCA Board finds no merit in the complaint, no action shall be taken. In either event, The NSCA Board shall review the complaint and response within 30 days after receipt of the response.

Please use the form on the following page to register a complaint and request for response by NSCA.

**NSCA BREEDER DIRECTORY AND EDUCATION 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 written 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.**

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The NSCA Guidelines for Responsible Breeders are printed on the next page 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.**

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

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

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

**This form should be completed in full, signed and returned to:**

**NSCA Corresponding Secretary**



**The Guidelines, which I promise to follow, under penalty of being removed from the Breeder Directory and Education Program, read as follows:**

**As a Responsible breeder, I will:**

1. strive in each breeding to achieve the highest quality possible, relative to the breed standard for conformation, temperament and health by breeding only physically sound dogs of stable temperament that are free of known inheritable defects.
2. check, to the best of my ability, my breeding stock for history (within their lines) of genetic diseases pertinent to the Shiba Inu, such as, hip dysplasia, allergies, seizure disorders, heart disorders, patella luxation, and all heritable eye defects. Where available, documentation of any health screening will be made available to prospective buyers.
3. apply the same high standards to those bitches accepted for breeding to my stud dogs as I apply to my own breeding stock.
4. have each puppy examined by a veterinarian for general health. Each puppy will have current vaccinations and be dewormed. A health record furnished by a veterinarian will accompany each puppy at the time of sale. This record will ascertain good health and list all known health problems pertaining to the pup. My Buyers will be encouraged to have their puppy examined by a veterinarian within 48 to 72 hours. Current health records will also accompany each older dog that is placed into a new home.
5. require that all buyers of pet puppies/adult dogs spay/neuter.
6. gain personal knowledge of the temperament and health of every dog I breed or use for breeding in order to gather information on which to base future breeding decisions. I will share all health and temperament information fully and honestly with other breeders and with prospective buyers. I will attempt to match the personality of each puppy as carefully as possible with a compatible buyer/family. I will evaluate temperament of each litter before puppies are offered for sale.
7. sell show/breeding prospects to knowledgeable, ethical and experienced persons. I will be willing to mentor and educate all novice buyers who have intention to breed.
8. not represent or sell puppies/dogs displaying any disqualification or serious fault (off colors such as cream or pinto) as being of show or breeding quality. I will place dogs with such faults into spay/neuter homes.
9. at any time, accept the return of any dog/bitch for which I am listed as breeder of record on all AKC documentation. This includes animals purchased by the original buyer, a subsequent home, rescue, shelter or animal control. I will always help when relocation of an animal I have bred is needed.
10. not engage in misleading or false advertising. I will not use NSCA membership or logo on my private Web Site without written permission from the NSCA board of directors. When titles are advertised, I will advertise those titles not awarded by AKC or NSCA as such.

11. not sell, supply, donate or surrender any dog I breed or own to a pet shop, raffle, catalog house, wholesale dealer, dog pound, animal shelter, bunchers, back yard breeder, rescue organization (except under special circumstances) or laboratory (unless for accredited breed research). I will insist upon reasonable assurance that each individual receiving a dog from my kennel will provide a home with appropriate shelter, restraint, control and responsible care.
12. encourage puppy buyers to go to puppy and obedience class. The achievement of a Canine Good Citizen certificate will be encouraged.
13. participate, and cooperate in such a way with which I am comfortable, in accredited research studies into heritable defects affecting the Shiba Inu.
14. supply to every buyer (whether with limited or unlimited registration) a written contract containing all pertinent information: This includes but is not limited to, a copy (or the means of obtaining a copy) of health screenings available of sire and dam, any vaccine records and health exams for the puppy, a copy (or means of obtaining a copy) of a three generation pedigree for that puppy, and AKC Registration Application unless otherwise agreed to in writing. I will also supply each puppy buyer with the NSCA website URL (<http://www.shibas.org>).
15. disclose any known health or temperament issues for sire or dam to puppy buyers or anyone who is using one of my dogs or bitches for breeding. (For example of health issues, see number two (above).) Examples of temperament issues may include aggressive tendencies, guarding behavior or shyness. I will educate my buyer that inherent temperament will be greatly influenced (good/bad) by socializing, training, and environment.
16. take puppy back if it exhibits unacceptable (to buyer) temperament issues (extreme aggression or shyness), within 60 days. I will allow the puppy owner to return the puppy to me for a refund of *up to* full purchase price or have the option of (but will not be compelled to accept) a replacement puppy.
17. to the best of my ability, return emails and telephone calls to those inquiring about available Shibas and requesting information about the breed or NSCA.
18. make myself available (return emails, letters, and phone calls) to my puppy/dog buyers for as long as that dog is alive.
19. not speak to prospective buyers in a negative manner about another breeder who is a member of NSCA.

**I understand that I may be removed from the Breeder Directory after the second complaint is received, reviewed and substantiated, except in extremely extraordinary circumstances (to be determined by the board).**