



6.3 Complaints form

CCAB CERTIFICATION COMPLAINTS AND DISCIPLINARY PROCEDURE

Your details:

Full name:

Address:

Your email address (optional):

Your daytime telephone number (optional):

About your complaint:

Name and address of the Certificated Clinical Animal Behaviourist(s) you want to complain about:

Name:

Address:

Please briefly describe what you think the Certificated Clinical Animal Behaviourist has done wrong. If there are documents or other evidence which supports your complaint, please also send copies of them to us.

What would you like CCAB Certification to do to resolve your complaint?

Important information:

In order to investigate your complaint, we may need to collect information about you and anyone else involved in this matter. We will use this information only to investigate your complaint and decide what action should be taken. If your complaint goes to a hearing, some of the information we have collected may have to be made public.

I consent to CCAB Certification collecting information about me for the purpose of investigating my complaint

Signature of complainant:

Date:



Please attach any documents which support your complaint and send this complaint form to:

C/O Professor Daniel Mills
Joseph Banks Laboratories
University of Lincoln
Beevor Street
Lincoln
LN6 7DL

Please mark the envelope '*Strictly confidential*'.

Who deals with complaints?

Initially all complaints are considered by the CCAB Certification Complaints Subcommittee.

What happens next?

When the Subcommittee receives a complaint, it will write to the subject of the complaint to seek their comments on the allegations which have been made.

Once it has received a response, the Subcommittee will consider all the evidence to hand. It may recommend:

- that further investigation is not required because there is no evidence of misconduct, or
- that the CCAB Certification Committee undertakes further enquiries into the allegations on its behalf.
- that it should write to the subject of the complaint to advise them that it has concerns about their conduct. The letter will set out the concerns and will remain as a permanent record on the CCAB's membership records, or
- that a full hearing of the allegations of misconduct should take place.

What happens at Conduct hearings?

Our Conduct Subcommittee has power to take action against any Certified Clinical Animal Behaviourist within the scope of their terms of accreditation.

In addition to one or more CCABs, the Conduct Subcommittee includes "lay" representatives who will normally be invited nominees from other relevant professional bodies such as the British Psychological Society and the Royal College of Veterinary Surgeons with experience of the disciplinary processes within their own profession. A CCAB Certification Committee member will take the chair.

If a Conduct Subcommittee is invoked it is CCAB Accreditation, rather than you that acts as the complainant. We may ask you to attend the hearing as a witness, however. Hearings usually last one day.

The subject of the complaint may present his or her own case or be represented by a person of their choice. If the subject wishes to present their own case, they are entitled to be



accompanied by another person during the hearing; however, while the accompanying person can liaise with the subject, they are not permitted to answer questions on the subject's behalf.

The Conduct Subcommittee will decide whether the Certificated Clinical Animal Behaviourist is guilty of misconduct under the terms of their accreditation. The Committee shall be guided by the Code of Conduct but the mention or lack of mention in the Code of Conduct of a particular act or omission shall not be taken as conclusive on any question of conduct. In the event that it finds an individual guilty of misconduct the Conduct Subcommittee may take one or more of the following courses of action:

- reprimand or severely reprimand the Certificated Clinical Animal Behaviourist.
- require the Certificated Clinical Animal Behaviourist to give written undertakings as deemed appropriate by the Committee, for a period not exceeding three years. The undertakings, which may include undertakings to refrain from continuing or repeating the offending conduct, may be reviewed no sooner than one year after they commence, by referral to a further Conduct Subcommittee hearing.
- suspend the Certificated Clinical Animal Behaviourist from the Register of Accreditation, the period of suspension to be determined by the Conduct Subcommittee, but not to exceed three years, and to attach conditions to the suspension as and if deemed necessary by the Conduct Subcommittee.
- remove the Certificated Clinical Animal Behaviourist from the Register.
- place conditions upon the certification of the individual as deemed appropriate by the Conduct Subcommittee. Those conditions may be appealed, removed or varied by way of a committee hearing.
- any breach of conditions imposed by the Conduct Subcommittee will be referred to a further hearing of the Committee, where the Committee may remove, amend, or replace the conditions with any penalty available to it.

The subject of the complaint has a right of appeal against any decision of the Conduct Subcommittee. Details of the Appeals Procedure can be found below.

Further information

If after reading this document, you are unsure what to do next please contact CCAB Certification by email at feedback@ccab.uk. We can advise you (or the subject of your complaint) about the complaints procedure at all stages of the process. They cannot advise on the particular merits of any complaint or potential complaints, however.

7. Liability

CCAB Certification shall not be liable to Certificated Clinical Animal Behaviourists for any claims, losses, damages, or other expenses (either direct, special, or consequential) arising as a result of any dispute between a Certificated Clinical Animal Behaviourist and its client or a third party in relation to any professional advice or treatment given. Certificated Clinical Animal Behaviourists shall hold professional indemnity insurance at an adequate level and sufficient to meet any liabilities which might arise as a result of their professional practice. Certification and renewal of certification shall be dependent upon the production of proof of such insurance, and shall be deemed to have been withdrawn if such insurance lapses.



8. Descriptions

Only animal behaviourists who are currently Certificated Clinical Animal Behaviourists with the necessary qualifications may use the title 'Certificated Clinical Animal Behaviourist' once they have applied for and been accepted for certification. If anyone whose name is not on the Register were to use the title 'Certificated Clinical Animal Behaviourist' CCAB Certification would seek an injunction or to take other legal measures to restrain the person concerned from wrongly appropriating a title which may be used only by those whose names are entered on the Register. Possession of the qualifications sufficient for Certification is not adequate in itself, as eligibility for Certification is also dependent on giving assent to this Code of Conduct. Only those who have actually registered and agreed to abide by the Code of Conduct may use the protected title 'Certificated Clinical Animal Behaviourist'.

Once on the Register all Certificated Clinical Animal Behaviourists are encouraged to use the new title or the abbreviation 'CCAB' (but no other) as often as possible: it is important to note that no variants of the abbreviation of 'CCAB' are permitted. Only if those on the Register routinely use the title in professional contexts, on case reports, on publications, in their advertisements and on their letter paper will the public be able to rely on the title as the means of knowing they are dealing with a bona fide behaviourist who is recognised as properly qualified. Following the convention adopted by other professions it will be usual for the abbreviation 'CCAB' to be placed immediately after the list of a member's degrees and diplomas (e.g. Jo Smith, BSc, PhD, CCAB).

Certificated Clinical Animal Behaviourists may use the CCAB logo.