



# The International *Cat* Association

## Official Complaint Form

### Instructions:

1. Download the form.
2. Open the form in Adobe Acrobat Reader.
3. Fill out the form.
4. Save and Submit at <http://tfms.tica.org> to send the form.

**Note to Complaining Party: Complaints that are incomplete, do not include the appropriate documentation, or are not accompanied by the correct filing fee (USD 75) will be returned.**

### *Have you attempted to resolve this matter through your Regional Director?*

Complete this section for all complaints and protests:

Complaining Party: \_\_\_\_\_

Email Address: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Country: \_\_\_\_\_ Phone: \_\_\_\_\_

Complete this section if you are alleging a rule violation in connection with a show (Show Protest):

Responding Party: \_\_\_\_\_

Title: \_\_\_\_\_ Email Address: \_\_\_\_\_  
(Exhibitor, Show Manager, etc.)

Name of Club: \_\_\_\_\_

Location of Show: \_\_\_\_\_ Date of Show: \_\_\_\_\_

Complete this section if you are alleging a rule violation not in connection with a show (Complaint):

Responding Party: \_\_\_\_\_

Email Address: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Country: \_\_\_\_\_ Phone: \_\_\_\_\_

Complete the balance of this form for all protests and complaints:

Violation of: ☐ By-Laws ☐ Show Rules ☐ Registration Rules

State, in detail, the facts which support your complaint or protest, and attach it and complete documentation. It is the obligation of the complaining party to provide this documentation, even though related records may be maintained at the TICA office.

Have you attempted to resolve this matter through your Regional Director? ☐ Yes ☐ No

I declare that the foregoing is true and correct and that all documents (including videos) attached are true and correct copies of such documents. I declare that I have personal knowledge of the facts set forth in this complaint. I understand and acknowledge that TICA may issue penalties against me should any statements be deliberately false, including but not limited to forgery of signatures.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_



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### For Official Use Only:

Date Received:		Date forwarded:	
Forwarded to:	<input type="checkbox"/> Legal	<input type="checkbox"/> Welfare	<input type="checkbox"/> Other:

### The TICA Standing Rules state:

#### 903.5 Legal Committee Guidelines.

903.5.1 All complaints and protests must be made on the official protest/complaint form as adopted by the Legal Committee. The Legal Committee may revise that form as needed.

903.5.2 The Executive Office shall forward to the Legal Counsel any protest or complaint that is received in the proper format and with the appropriate fee, and which is not a feline welfare complaint.

903.5.3 The Legal Counsel shall furnish a copy of the complaint or protest and all attachments to the Responding Party. The Responding Party shall be provided with an opportunity to reply to the complaint or protest. Such a reply must be received by the Chairman of the Legal Committee within 21 days.

903.5.4 Upon receipt of a response, or upon the expiration of 30 days, Legal Counsel shall forward the complaint or protest and the response, along with any accompanying documentation, to the rest of the Legal Committee.

903.5.5 Legal Counsel shall provide the Complaining Party with a copy of any response and accompanying documentation.

903.5.6 The Legal Committee may request further documentation and conduct whatever further investigation as it may deem appropriate.

903.5.7 The Legal Committee shall report its findings and opinions to the Board of Directors. The Board of Directors may then schedule a hearing, determine that no cause exists to conduct a hearing, or request further investigation or documentation.

903.5.8 In the event the Board of Directors schedules a hearing, Legal Counsel shall then notify the parties of the date, time and place of the hearing, and that the parties may appear in person or through an attorney and present evidence and documents in support of their positions or may submit a written response to be presented at the hearing.

903.5.9 Any hearing shall be held in closed session.

903.5.10 The Legal Committee may revise these procedures as necessary to manage complaints and protests efficiently.

#### 1022 Discipline. (By-Laws, Article Twenty-Two)

1022.2.1 The fee for filing a complaint or protest shall be based upon the number of electronic files submitted, which must include the complaint form and any attachments and documentation.

1022.2.1.1 The filing fee for a single electronic file shall be \$75. This fee is waived on complaints from the Judging Committee.

1022.2.1.2 The filing fee for more than a single electronic file shall be \$75, PLUS \$5 for each additional file.

1022.2.1.3 There shall be no fee for filing a response as a single electronic file. For each additional the fee shall be \$5 per file.

1022.2.1.4 In the event that a hard copy of the complaint is filed, the filing fee shall be \$75.

1022.2.1.5 The Executive Office and/or Legal Counsel may reject any files not submitted in a readable format or request that they be reformatted so that they become readable and/or easily transmittable.

1022.2.1.6 The entire filing fee will be refunded if the final Board decision is in favor of the complainant.

1022.2.2 For the purposes of Article 22 of the By-Laws, "present, in person" may include the use of audio and/or video or other electronic conferencing where all parties involved in the hearing can be simultaneously connected.

1022.2.3 The Board of Directors shall determine the most appropriate means of conducting the hearing.



## Frequently Asked Questions Regarding TICA Complaints

The following is general information regarding the TICA disciplinary process and is not intended to provide specific advice.

**Q: How do I file a complaint or response with TICA?**

**A:** It is your obligation to be familiar with the TICA rules regarding complaints and disciplinary actions prior to submitting a complaint or response. Complaint forms are available from the TICA office or on [www.tica.org](http://www.tica.org). Neither the TICA office or the legal committee can assist you in determining what information or documentation to submit in support of a complaint or response.

**Q: Is there a fee for filing a complaint or response with TICA?**

**A:** The fee for filing a complaint is \$75.00, plus \$5.00 for each additional file. The response fee is zero for a single file, plus \$5.00 for each additional file.

**Q: My complaint is regarding a TICA judge; how would such a complaint be handled?**

**A:** You may file either a formal or informal complaint against a judge. An informal complaint may be sent directly to the Judging Administrator. There is no filing fee for such a complaint, and TICA will take no direct action based upon an informal complaint; however, this information is placed in the judge's file and is reviewed when the judge seeks advancement. A formal complaint may be filed against a judge using the general complaint guidelines and by paying the appropriate fee. Such a complaint is handled as provided in this FAQ.

**Q: What is the proper format for a complaint or response?**

**A:** Your complaint or response, and all attachments, must be submitted in a single pdf file in the order you wish it to be reviewed. If you are attaching a video, this should be a separate file. All text must be clearly legible. Your complaint must contain the specific TICA rules that you contend were violated.

Any supporting documentation and information must comply with the applicable rules. Any person providing supporting documentation that is not a party must be identified by full name, address, telephone number, and email address. The location of the originals of any documents submitted must be provided. Government records submitted by complaining parties must be certified or the equivalent.

**Q: TICA rules require sworn statements. How should those statements best be submitted?**

**A:** All supporting declarations, as well as the complaint, should be in the format described on page 2 of the official complaint.

**Q: Can I submit further information or documents later?**

**A:** You should submit all the pertinent information with your complaint or response. Please do not submit supplemental documentation or information after you have filed your complaint or response, as it will not be considered unless it is requested.

**Q: Can I telephone or email the office or the legal committee regarding my complaint?**

**A:** Any communications should be sent to the Executive Office or [legal.counsel@tica.org](mailto:legal.counsel@tica.org). Please be advised that neither the Executive Office or Legal Counsel will give you information regarding the specifics of your complaint other than whether a response has been received or when it is expected to be considered by the Board.

**Q: What is the status of my complaint?**

**A:** Neither the TICA office or the legal committee provides status reports of any kind regarding pending complaints. If you have received a receipt from the TICA office for your filing fee, your complaint is being processed.

**Q: When will I know the outcome of my complaint?**

**A:** If your complaint was filed less than 120 days prior to a meeting of the board of directors (held three times per year - in January, May and the week before Labor Day), it is likely that your complaint will not be reviewed at that meeting, but at the following meeting. You may expect information of the initial action taken on your complaint approximately two to four weeks following the board meeting at which your complaint is reviewed.

(FAQ continued on page 4)



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(FAQ cont.)

**Q: What action will be taken on my complaint?**

**A:** Each complaint is reviewed individually, and therefore it is impossible to indicate what the outcome will be until that complaint is reviewed. Generally, however, TICA does not take any action on disputes between breeders or get involved in any sort of contractual or health disputes. TICA may order the breeder to provide registration papers unless there is a written agreement providing otherwise. You may request specific relief such as registration papers but do not request specific penalties such as a lifetime ban or your complaint might be rejected.

If you have a dispute with a breeder, some breeds have breed-specific organizations which may deal with those types of disputes, for example, MCBFA (the Main Coon Breeders and Fanciers Association) and TIBS (The International Bengal Society).

The initial action taken by the board of the directors is usually either no action, at which point the complaint is closed, or the matter is set for hearing at the next board meeting; however, other action can be taken at the initial review.

**Q: Did TICA receive a response to my complaint?**

**A:** If a response to your complaint is received, a copy will be forwarded to you.

**Q: A response to my complaint was received; can I submit further information or documents?**

**A:** Please do not submit a rebuttal to that response without a request by the legal committee that you do so.

**Q: Can I provide information or documentation that will not be disclosed to the other party to the complaint?**

**A:** Information provided in complaints and responses is not confidential; the entire complaint is forwarded to the responding party, and the entire response is forwarded to the complaining party.

**Q: I have filed a complaint with TICA. Can I distribute that information?**

**A:** TICA cannot generally control statements made by individuals; however, TICA does not consider that it is in the best interest of TICA, the cat fancy as a whole, or to be to the benefit of cats in any way for complaints or allegations against TICA members, exhibitors or breeders to be posted to email lists, Facebook, or otherwise distributed.

**Q: Can I forward a copy of my complaint or answer to individual Board Members?**

**A:** This is not the correct procedure. Once the complaint is received and accepted, it will be transmitted to the Board as part of the next meeting's Agenda, provided there is enough time to process the complaint and for the other party to respond. Board Members normally disregard complaints transmitted outside the official process. Likewise, do not forward additional materials not part of the official complaint and answer to individual Board Members, as it will not become part of the Agenda.

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## Payment Information

Quantity	Description	Fee (USD)	Payment Amount
	Official Complaint Filing Fee	\$ 75.00	\$ 0.00
	Each Additional File	\$ 5.00	\$ 0.00
<b>Total Payment:</b>			\$ 0.00

**Credit card and PayPal** are submitted through Salesforce. To attach this form and submit a payment please go to <http://tfms.tica.org>.

To pay by **check or money order**: U.S. funds accepted only. Please mail to: P.O. Box 2684, Harlingen, TX 78551. For foreign U.S. bank accounts, we require a 9-digit routing number.

To pay by **wire transfer**: All wire transfers require an additional \$15 fee. Please contact the Executive Office for further instructions at +1 956.428.8046.