# IGDF Investigation, Suspension and Termination Policy Summary

IGDF takes the safety and wellbeing of our member organisations, their clients, and their dogs seriously. This is reflected in our Standards, compliance with which is a requirement of IGDF membership. There are occasions where IGDF will need to investigate alleged breaches of the standards. This may result in suspension or termination of an organisation’s membership of IGDF. However, IGDF proactively works with organisations to address any alleged or actual breaches of the standards and suspension or termination is only considered as a last resort. IGDF’s priority is always to work with organisations to help them achieve compliance.

## Summary:

* A suspension may result where a member has major shortcomings in achieving the Standards and the severity or nature of the issues identified exceed those that can be addressed through an action plan alone. Major shortcomings are ones that require significant investment of time, money and/or resources to remedy, and/or affects the quality of service or the care of people or dogs.
* A suspension from IGDF involves the withdrawal of IGDF membership benefits for a specified period of time, or until specific actions have been taken to remedy the breach. The terms of a member’s suspension will be decided on by the IGDF Board and dependent on the nature and seriousness of the member’s breach.
* If a breach of standards is bought to IGDF’s attention, the organisation in question has the opportunity to appeal and/or work with IGDF to remedy any issues before suspension or termination is considered.
* An agreed plan to address the breaches will be drawn up by the IGDF Accreditation Committee and Board.
* Termination is viewed as a last resort and will only be considered if the organisation fails to work with IGDF to rectify the breaches or the nature of member’s breach is so serious that it is not possible to work with the organisation to address the issue/s identified.
* In cases of complains made against organisations, the complainant and organisation under investigation will be kept informed about the progress of the breach in line with the relevant IGDF policies.
* If an organisation’s IGDF membership is terminated, all reference to IGDF must be removed from that organisation’s literature, website, and all other communications.
* Any suspension or termination of an organisation will be published on IGDF’s website E-newsletter and Visionary magazine but the reasons for the suspension or termination will remain confidential.

IGDF organisations can access the full policy and the full IGDF Standards through the IGDF website or by contacting the IGDF Office.

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