



A Accepted methodologies

1. Signatory Organisations must use non-punitive, science-led, positive methodology which are not designed to deliberately cause pain, fear, intimidation or that could cause psychological damage to the dog.
2. This is underpinned by the Animal Welfare Act 2006 - with special reference to Section 4 – unnecessary suffering, and recognises the prohibited tools in section D of this charter. The Charter also recognises any additional directives given from the devolved powers in Scotland, Wales and Northern Ireland.
3. Signatory Organisations should ensure as part of their accreditation procedures that all practitioners understand the need for the physical, mental and emotional needs of the dog to be central to all training plans.

B Expected and prohibited tools and equipment

1. Signatory Organisations publicly pledge not to endorse correction-based remote training devices or aversive stimuli that work through eliciting a withdraw reflex/response and/or an alarm reaction, and/or that cause pain and/or fear. This includes shock collars/e-equipment, remote or dog-activated spray collars, and anti-bark collars. This should be referenced in their codes with clear guidance to members.
2. Signatory Organisations must also not endorse the following training tools; choke/check chains and prong collars. This should be referenced in their codes with clear guidance to members.

C Assessment, support and monitoring of accredited members

1. Membership to the Charter is via Organisation only
2. Organisations have the responsibility to ensure members undertake relevant CPD to keep their knowledge and skill set current and up to date with the latest methods and understanding.
3. Organisations should ensure all members are aware of relevant legislation with regards to animal welfare and other laws relating to dogs (such as, but not restricted to the Animal Welfare Act 2006)
4. Organisations must make sure all members maintain professional insurance to gain and retain membership.

D UK Dog Behaviour and Training Charter - Organisational Code of Ethics/Practice/Conduct.

1. All Organisations that sign up to the UK Dog Behaviour and Training Charter are will continue to operate as individual organisations and take responsibility for their own members. They will however agree to work within the standards and oversight of the Charter.
2. All organisations will be expected to have their own codes of conduct in line with the standards of the Charter.
3. All codes of conduct with regard to methodology, complaints procedure, and oversight of members should be clearly stated on the member organisation's websites – and this will be checked with annual renewal.
4. Member organisations should be seen to promote good professional conduct towards other professionals, clients and organisations.



5. Member organisations must have a robust and clearly defined complaints and grievance procedure. This must be clearly accessible on the member organisation's website.
6. Signatory organisations are responsible for their own accredited members in relation to their codes, and complaints and grievance procedures.
7. Member organisations will deal with all complaints and grievances in a thorough, transparent, and systematic way. Evidence-based records should be kept and presented to the Charter Oversight Committee in the cases of appeal.
8. Member organisations should ensure they have the right to refuse membership or remove a member who does not comply with that organisation's codes and/or has gone through a complaints procedure that has been upheld.

For those member organisations that cover multi-species or who also work outside the UK, the directives outlined in the UK Dog Behaviour and Training Charter only apply to those who work with dogs as full or part of their workload within the UK.

E Charter Organisation - Oversight Committee

1. This Charter will be overseen by an independent Oversight Committee. This committee, made up of independent professionals in good standing who have no links or allegiances to any of the Charter signatories, will ensure accountability and provide an appeals process in the event of any unresolved complaints against Charter members.
2. Any complaints that have been investigated by a member organisation that have been appealed against or can't be heard by the organisation can be referred to the Oversight Committee who will make an independent judgement. This will be heard by a panel of three members of the Oversight Committee.
3. The Oversight Committee are also available to investigate complaints that any of the member organisations feel unable to independently investigate internally (conflict of interest etc)

Complaints procedure

Any complaints/grievances should first be referred to the relevant member organisation for action by their own complaints procedure which should be clearly available on their website.

Should those procedures need extra arbitration or if appealed, the evidence will be provided to the Oversight Committee.

The Oversight Committee will appoint three of their members to give guidance based on the evidence submitted. They will base their decision on the member organisations own codes and also the codes of the Charter. They will inform the member organisation of their decision and any actions to be taken.

Failure to comply with the judgement of the Oversight Committee may lead to private advisory notice from the Oversight Committee. This can be followed by a temporary removal as a charter signatory until the matter is resolved, upon which the organisation can be re-instated into the charter.