

In order for a Buyer to file a complaint against an AKKPS Breeder/Seller both the Buyer and Seller/Breeder must be a current member of AKKPS.

If the Seller/Breeders membership has lapsed, the Seller/Breeder must have been a member on the date the pig was sold.

The Buyer must complete the Complaint form with as much information as possible. In addition, written proof with dates that the pig was sold with Full Registration Papers with AKKPS is required for the BOD to hear the complaint. All of this information will be emailed to the Buyers Director. The AKKPS Director will be in contact with the Buyer to go over the complaint within 10 business days via email or phone.

The Buyer is responsible for providing any and all information on the pig in the event that Step #3 is reached. The registrar nor the AKKPS BOD will investigate as to who the pig is or who the pig's parents are - this is the responsibility of the Buyer. The herd book is a great resource for the information needed.

The following STEP PLAN TO HELP GET PIGS REGISTERED is effective 4/15/18 for all pigs sold on or after this date. For all pigs sold prior to 4/15/18 breeders/sellers have until 6/15/18 to complete paperwork - after 6/15/18 Buyers may fill out a Buyer Help Registration Form.

## STEP 1

- 1 - The AKKPS Director brings the Buyer complaint to the AKKPS bi-monthly board meeting.
- 2 - The AKKPS BOD looks at all the written evidence from the Buyer and determines if there is enough written evidence to prove the pig was sold as registered through AKKPS.
- 3 - AKKPS notifies the Seller/Breeder via email and phone that they have been reported to the AKKPS Board for not registering a pig that was sold registered. The Seller/Buyer has two weeks to respond to the complaint with their side of the complaint.

OR

AKKPS notifies the Buyer via email that the AKKPS BOD has not found there is not enough evidence that the pig was sold registered through AKKPS and explains the reasoning. At this point the complaint is dropped.

- 4 - If the breeder responds within the 2 week time frame : The AKKPS BOD reviews the Sellers side of the case and determines by using the buyers complaint and the response from the Seller/Breeder if the pig was sold registered.
- 5 - If the Seller/Breeder does not respond with in the 2 week time frame they go to Step 2
- 6 - If the AKKPS BOD finds the Seller/Breeder is at fault for not registering the pig sold:
  - 1 - The Seller/Breeder is notified via email the BOD's decision and they are notified that they have 3 weeks to Transfer the pig or 6 weeks to register a new pig.
  - 2 - The AKKPS BOD emails the the Buyer to let them know that the BOD found enough written evidence to prove the pig was sold registered through AKKPS and that the Seller/Breeder is on the step program to rectify the registration issue.

## STEP 2

- 1 - The AKKPS BOD sends a certified letter and email to the Seller/Breeder informing them that due to non compliance they are being removed from the Breeders List for 6 months and are being placed on Step 2.
- 2 - The Seller/Buyer is allotted 2 more weeks to respond to the complaint email sent by the AKKPS BOD.
- 3 - If within the allotted 2 weeks the Seller/Buyer does not respond they move to Step #3
- 4- If the seller responds the AKKPS BOD reviews the Sellers side of the case and determines by using the buyers complaint and the response from the Seller/Breeder if the pig was sold registered.
- 5 - If the AKKPS BOD finds the Seller/Breeder is at fault for not registering the pig sold:
  - 1 - The Seller/Breeder is notified via email that they have 3 weeks to Transfer the pig or 6 weeks to register a new pig.
  - 2 - The AKKPS BOD emails the the Buyer to let them know that the BOD found enough written evidence to prove the pig was sold registered through AKKPS and that the Seller/Breeder is on the step program to rectify the registration issue.

If the AKKPS BOD finds there is not enough evidence that the pig in question was sold on full AKKPS Registration Papers then AKKPS notifies the Buyer via email that the AKKPS BOD has not found there is not enough evidence that the pig was sold registered through AKKPS and explains the reasoning. At this point the complaint is dropped.
- 6 - If the Breeder/Seller does not register the pigs within the allotted time the Breeder/Seller Moves to Step 3.
- 7- If a Breeder/Buyer reaches step 2 a third time, the Breeder/Buyers membership from AKKPS is revoked for a period of 1 year. No refunds in dues will be made.

### **STEP 3**

- 1 - The Buyer/Seller is notified that their membership with AKKPS is being revoked for One Year. No dues will be refunded.
- 2 - The Buyer is notified that the AKKPS BOD has been provided enough written evidence that the pig was purchased AKKPS registered and that the BOD President and Vice President will help them register the pig without the Buyer/Breeders involvement. All Costs associated with the registration at this time will be the Buyers responsibility. It is the responsibility of the Buyer to provide all important/needed information about the pig in order to have it registered.