

The National Agency of Pet Grooming Schools Professional Groomers Charter

We uphold the Code of Practice established by The National Agency of Pet Grooming Schools of which we are members. We undertake to provide services of a high standard. We undertake to deal with any complaint speedily and sympathetically. All members shall subscribe to The National Agency of Pet Grooming School's Code of ethics. Code 0798

- The Code represents a sincere effort by the trade to safeguard the care of pets in grooming salons.
- The Code is commended to all members as the basis for responsible trading over and above the requirements of the law.
- Animals should at all times be kept in accommodations suitable with respect to construction, size, temperature, lighting, ventilation and cleanliness, and which are constructed from non-porous materials.
- Animals should be adequately supplied with drinking facilities and visited at suitable intervals by the attendees.
- Emergency precautions shall exist and be made known to all staff, including the arrangements for the evacuation of livestock due to fire or flood.
- Humane treatment will always be of primary importance in the handling of animals.
- All individuals must be members of an active animal association such as the Canadian Kennel Club and/or a local association such as the Ontario Dog Groomers Association.

Sale and Supply of Goods Act, and Supply of Goods and Services Act

All transactions must be conducted within the terms of these Acts.

Goods and Services offered for sale must be:

- Of satisfactory quality
- Properly described
- Fit for the purpose

If a customer insists on a particular service or making a purchase against the groomer's advice he should be warned at the time that his rights under the Act might be limited. Full and clear information must be given upon request regarding goods, services and livestock. All services provided must be undertaken with reasonable care and skill and, unless a specific time has been agreed upon beforehand, within a reasonable time. The customer must be prepared to pay a reasonable charge. A customer cannot query a price which has been agreed upon beforehand.

Pricing

- Misleading pricing must not be used.
- Discounts offered must be based on fair comparisons.
- Any credit facilities must be clearly stated in writing.

- Members must abide by the terms of the Consumer Credit Act and are reminded that business registration is required.

Staff Training

Grooming Salon Owners will ensure that their staff are properly trained in:

- Grooming skills
- Dealing with the public
- Product knowledge
- Animal husbandry
- Fire Hazards

Staff must be made aware of this Code of Practice and its meaning. All staff should be encouraged to study and train for The National Agency of Pet Grooming Schools Licensed Groomer of Achievement (9901).

Complaints

- All groomers will make every effort to resolve any dispute between the salon and the customer.
- All staff must be suitably trained to deal with complaints but should difficulties arise the matter should be referred to a senior member of staff.
- At all times the person dealing with the complaint should adopt a courteous manner, act with tact and handle the problem sympathetically.
- The problem should be settled speedily if at all possible.
- If the complaint cannot be resolved the following procedures are available:

Local Advice

Both the groomer and the customer have the right to contact the Better Business Bureau.

Conciliation Service

If there is still no agreement The National Agency of Pet Grooming Schools can be asked to offer a conciliation service. Details of the complaint should be sent to The National Agency of Pet Grooming Schools office for consideration by The National Agency of Pet Grooming Schools Conciliation Panel. There is no charge for this service.

Arbitration

Should the problem still remain unresolved an independent arbitrator can be appointed. The arbitration procedure relies on documentary evidence and none of the parties or the representatives may attend in person. The National Agency of Pet Grooming Schools will pass all documents to the Chartered Institute of Arbitrators, who will in turn advise the parties concerned of the material evidence in their possession. Both parties will then be asked for any further relevant written information to be sent to them. The Institute will select an arbitrator from an approved list and will arrange for the arbitration to be carried out in a speedy manner. Parties to arbitration will be required to pay a registration fee. Alternatively the customer may seek redress in the Canadian Court System.