



Equine Facilitated Wellness/ Mieux-Être Facilité par le Cheval -Canada
30 Bennett Street, Carleton Place, Ontario, Canada K7C-4J9
613-257-7121, x-258, Fax: 613-257-2675
www.equinefacilitatedwellness.org

Complaint Form to Equine Facilitated Wellness-Canada

Thank you for your interest in Equine Facilitated Wellness-Canada. As an association, we are very passionate about the standards and professionalism of our certification process and the ethics and principles that the Trainers, Mentors and EFW-CAN Professionals abide by when working in the field of Equine Facilitated Wellness. The extensive certification process, which takes a minimum of two years to complete, and requires ongoing mentorship and education, is an example of the high standard we maintain for the safety and wellbeing of clients, members and our equine partners.

For a copy of the EFW-CAN Code of Ethics please **click here**. For a copy of the Learning Objectives of the EFW-CAN Certification and Training Process, **click here**.

If you have a complaint about the association or an EFW-CAN Trainer, Mentor or Professional, please fill out the information below and explain your concerns. Your identity is required in order to communicate with you and the other person(s) involved. We will make every effort to understand and resolve the situation. Thank you for bringing your concern forward so that we can address the situation to the best of our ability.

INSTRUCTIONS: Please check the appropriate circle(s) and provide the details below and submit on line or return this form to info@equinefacilitatedwellness.org

I wish to discuss a complaint regarding:

- Equine Facilitated Wellness-Canada
- EFW-CAN Trainer
- EFW-CAN Mentor
- EFW-CAN Professional

Date: _____

Their Name: _____

Name of Business: _____

Address: _____ City: _____

Province or State: _____ Postal Code: _____

Phone Number: _____ Email: _____



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Your Name: _____

Address: _____ City: _____

Province or State: _____ Postal Code: _____

Phone Number: _____ Email: _____

Please indicate the general category of the complaint:

EFW-CAN administration, Training, Certification, Facilities, EFW-CAN Workshop,
 Safety/knowledge, Equine Welfare, Code of Ethics, Other (please specify):

Please explain your concern, be specific and if you are able, make reference to the EFW-CAN Code of Ethics.