

Brezinova 878
Kolin 2, 28002
Czech Republic

9th September 2011

Mr. Steve Dean, The Kennel Club Chairman
The Kennel Club
1-5 Clarges Street
Piccadilly
London
W1J 8AB

Dear Mr. Dean,

SUBJECT: OFFICIAL COMPLAINT

I am writing to you to file an official complaint against **Heather M. Bendelow, Rookby, Halifax Road, Dewsbury, WF13 2BS**. Mrs. Bendelow is a lying, dishonest person who actively supports animal cruelty, uses intimidation and has violated terms of a sale contract. As you discover in this letter, I can prove these accusations without any doubts. According to information online, Mrs. Bendelow is a registered judge with the Kennel Club and is authorized to give CCs which makes this even more shocking and condemnable.

First of all, a short notice. My name is Lukas Krincvaj and I am writing to you on behalf of Miss Katerina Pankova, a Shetland sheepdog breeder from the Czech Republic who was damaged by Mrs. Bendelow's shameful behaviour. Miss Pankova does not speak English very well and since I am her friend and I work as a translator, I am handling this in her stead.

On 26th June 2009, Miss Pankova purchased a dog 'Amethrickeh Apparition' from Mrs. Bendelow for the sum of £1640 (see appendix 1). The purpose of this sale was to bring new, English blood to the Czech Republic. Miss Pankova started to visit dog shows with Amethrickeh Apparition so that Czech breeders see him in person before deciding whether to use him at stud or not. Unfortunately, the dog showed signs of fear when in unfamiliar surroundings or while in the company of strangers.

At the beginning of 2010, at a dog show in Brno, Czech Republic, Miss Pankova has been informed by international FCI judge that the dog's ears have been tampered with. The only reason why this particular judge discovered the fact is that he used to do the same himself back in the 90s. The ears of Amethrickeh Apparition have been surgically altered to bend in the correct way. There are scars on both ears and the 'cut line' can be felt by touch.

Mrs. Bendelow denied any wrong-doing and suggested at first that the judge must be lying. After that, she even suggested that if something really 'is there', then it must have been done by Miss Pankova.

An examination at Miss Pankova's local veterinary clinic revealed that indeed something was not right. But Miss Pankova decided that a specialist should be involved. The dog Amethrickeh Apparition has been examined by a court-approved veterinary specialist (who is at the same time the president of the Bohemian and Moravian Cynological Union) with the clear result that the dog's ears have been tampered with. The time of the operation could not be precisely determined because after 3 months, the tissue would be healed and the ears hairy again (see appendices 3 and 4).

Nevertheless, as Miss Pankova has been attending a lot of dog shows since she purchased the dog, there is sufficient photographic evidence proving that the dog has not had his ears shaved or scarred, supporting the fact that the operation on Amethrickeh Apparition's ears has not been done while in the Czech Republic (see appendix 5). Furthermore, some breeders have suggested that the dog's distrust of strangers could be the results of the animal's shock when undergoing the said surgery. While this is just a speculation, Miss Pankova believes it to be true because the dog's behaviour in familiar environments is very much normal.

Mrs. Bendelow has been confronted with all the facts via emails, unfortunately without any success. Furthermore, she started to intimidate Miss Pankova into giving up as this part of Mrs. Bendelow's email from February 2010 shows:

“I have nothing more to say on the matter other than I do not expect to hear any more on his "ears being tampered with" and if I hear that you are continuing to say these things I will ensure that you do not get another dog from this country, although I think the Kennel Club will already have that one covered. I will also publicise your methods/threats on the international circuit so that people in other countries are also aware of what you do.”

Miss Pankova has consulted several UK breeders and judges, some in person at various dog shows in Europe, others by electronic messages. Many of those have been shocked by this and even apologized on behalf of the respectable UK breeders, condemning such animal cruelty. This led Miss Pankova to believe that with sufficient evidence, she would get support in the UK. Please also note that the sale contract curiously lacked a confirmation that the dog has not had a cosmetic surgery, which, as Miss Pankova has been told much later, is a standard confirmation with sale contracts of adult animals in the UK.

Unfortunately, this turned out a false hope. Individuals, while sympathetic to Miss Pankova's situation, refused to publicly speak out or help because of fear - fear of repercussions against them by Mrs. Bendelow or her friends in “high places”. Various associations were unable to help as Miss Pankova does not reside in the UK and, therefore, they cannot get involved. Hiring lawyers was out of the question as that would be incredibly expensive.

While exploring her options (and gaining support of Czech sheltie clubs, see appendices 6 and 7), another matter arose that Miss Pankova had to deal with. She attempted to mate Amethrickeh Apparition to one of her own bitches, unsuccessfully (though this was not the dog's fault). Before this mating, unofficial hip scoring has been done (without anaesthetics, just to provide basic information) with result B/B (borderline but within allowed limits). Afterwards, other Czech breeders wanted to use Amethrickeh Apparition at stud, despite the fact that his ears were surgically altered. However they required official hip scoring so Miss Pankova had it done.

She was shocked to discover that after a proper x-ray and hip scoring, the result was E/E (severe hip dysplasia on both legs, see appendix 2). This result has been double-checked by showing the x-ray to several other veterinary surgeons who agreed with the conclusion made by Dr. Ekr (apparently, Dr. Ekr is a Czech hip scoring specialist so checking his findings with other veterinary surgeons has been redundant – but Miss Pankova was not aware of this at the time).

As per the terms of the sale contract (see appendix 1), Miss Pankova requested a refund from Mrs. Bendelow, providing all necessary evidence (the hip scoring results are 100% valid according to FCI and therefore should be recognized in the UK as well, under the letter of understanding between the FCI and the Kennel Club from 2009 – FCI accepts UK scoring and transfers it to “domestic” hip score scale). Mrs. Bendelow however said that the contract stipulates that a hip scoring by BVA is required for this and that she will not pay anything.

After some time researching online, Miss Pankova discovered that it is practically impossible to get BVA hip scoring in the Czech Republic simply because BVA operates in UK only. They do not have contracts with Czech veterinary clinics and unfortunately they do not recognize European results. Therefore, the unfair condition set by Mrs. Bendelow in her contract would mean travelling to the UK for a British veterinary surgeon to perform a new x-ray and send it with all the necessary paperwork to BVA. This trip to the UK would be very costly, especially due to UK's Pet Travel Scheme and its restrictions. And all this, while fully valid results already exist as well as a proper x-ray image.

Miss Pankova acknowledges that she should have inquired about the possibilities of BVA scoring before signing the contract (which was not made available to her beforehand), however it is her belief that Mrs. Bendelow knew that getting a BVA scoring would be extremely difficult for a Czech breeder but has nevertheless put this condition into the contract – perhaps even on purpose.

Amethrickeh Apparition cannot be used at stud now because laws in the Czech Republic prohibit breeding of animals with known conditions, including severe hip dysplasia. Miss Pankova has therefore spent her complete savings on a dog that cannot return the investment in any way. Miss Pankova has no money to fight and no support from anyone while Mrs. Bendelow continues to use her dogs as a way to earn living and possibly mutilating those that do not meet her expectations, as she did with Amethrickeh Apparition.

One last note on Mrs. Bendelow – in the course of her investigation, Miss Pankova has met several UK breeders that have had bad experience with Mrs. Bendelow as well. However, again out of fear, they refuse to make their stories public, even when Mrs. Bendelow's behaviour and lies directly endangered the life of one of the breeders' sheltie.

For the reasons outlined in this letter, Miss Pankova politely asks that you immediately revoke Mrs. Bendelow's membership in your club and that you publicly inform all your members about her shameful behaviour. If it is within your right to perform a thorough surprise inspection of Mrs. Bendelow's dogs and the place where they live (it has been said they have to live in a cellar), then please do so at once and with informing as few people as possible about this course of action.

Furthermore, if you would be willing to provide Miss Pankova with any kind of assistance or legal advice, it would be greatly appreciated. The cost of Amethrickeh Apparition's veterinary examinations alone have nearly exceeded the 675 GBP that Mrs. Bendelow was supposed to refund. Also, Amethrickeh Apparition is available to be examined by any veterinary surgeon of your choosing and at any time you wish but please bear in mind that Miss Pankova cannot pay the whole price for a trip to UK on her own.

Thank you very much for your time. If you have any questions or comments to this letter, please use the following means of electronic communication:

katerina.pankova@gmail.com (and a copy to lukas@krincvaj.eu)

We will expect to hear from you on how you are dealing with this matter.

Thank you once again.

Best regards,

Lukas Krincvaj
for and on behalf of Katerina Pankova

Katerina Pankova
breeder, owner of Amethrickeh Apparition

Appendix 1 – The sale contract

Amethrickeh Shetland Sheepdogs

Mrs H M Bendelow
Rookby
Halifax Road
Densbury
West Yorkshire
WF13 2BS

Tel/Fax: 01924 461046
e-mail: amethrickeh@tiscali.co.uk

26th June 2009.

Agreement between Heather Bendelow and Katerina Pankova

The sale of Amethrickeh Apparition born 12.10.2005 to Katerina Pankova of the Czech Republic for the sum of £1,500. The veterinary costs of all examinations, vaccinations and eye testing are to be paid by Katerina Pankova which amount to £140. (The veterinary costs are not refundable).


I Heather M Bendelow of Rookby, Halifax Road, Densbury WF13 2BS hereby agree to refund the sum of £675.00 if the hip score of Amethrickeh Apparition born 12.10.2005 is so high that the dog cannot be used for stud purposes. I would require proof of this from the BVA.

Signed. *Heather M Bendelow*
Heather M Bendelow

Signed. *Katerina Pankova*
Katerina Pankova


Witnessed. *K. White*
Kathryn White

Appendix 2 – The hip scoring results



POTVRZENÍ O RTG VYŠETŘENÍ NA DYSPLAZII KYČELNÍCH KLOUBŮ

CERTIFICATE OF RADIOLOGICAL HIP DYSPLASIA EXAMINATION



Pes / Dog Plemeno / Breed: **Šeltie**

Pohlaví / Sex: pes Datum narození / Date of birth: **12.10. 2005**

Jméno a chovatelská stanice / Name and breed station: **Amethrickeh Apparition**

Plemenná kniha / Studbook: Číslo zápisu / Registration nr.: _____

Tetovací číslo / Tattoo: čip / chip nr.: **956000001144160** Barva / Color: **zlatá**

Majitel / Owner Jméno / Name: **Pánková Kateřina**

Adresa / Address: **Petrovice nad Orlicí 60, Týniště nad Orlicí, 51721** E-mail: _____

Vyšetření / Examination Rentgenové snímky zhotoveny dne / X-Rays made on: **21.07.2010**

Jméno veterinárního lékaře-zhotovitele rtg snímku/Name of veterinary surgeon submitting radiograph: _____

Adresa / Address: **Veterinární klinika, Pražská 94, 500 04, Hradec Králové, ordinace@vetklinika.cz**

Potvrzuji, že rentgenogram kyčelních kloubů psa označeného výše uvedenými identifikačními znaky zhotovený dne **21.07.2010** je v souladu s předpisy pro posuzování dysplazie kyčelních kloubů.

I certify that the radiograph relating to the dog identified above was taken on the following date 21.07.2010 and in conformity with the provisions of the Hip Dysplasia Scheme Procedure Notes.

VET-KLINIKA s.r.o.
Pražská 94/53
500 04 Hradec Králové
Číslo účtu: 27461025
DIČ: CZ27461025

Podpis a razítko veterinárního lékaře
Veterinary Surgeon's Signature and stamp:

Pánková

Podpis majitele
Owner's Signature:

Vyhodnocení RTG snímku / Classification of radiographic evaluation
(Zakroužkujte příslušnou možnost / Circle the relevant)

FCI	negativní no signs of HD	hraniční borderline	lehký mild	střední moderate	těžký severe
Levá / Left 83°	A	B	C	D	E
Pravá / Right 83°	A	B	C	D	E

Klasifikace / Classification
 A = Bez příznaků dysplazie kyčelního kloubu / No signs of Hip Dysplasia
 B = Téměř normální kyčelní kloub / Near normal hip joints
 C = Lehká dysplazie kyčelního kloubu / Mild Hip Dysplasia
 D = Střední dysplazie kyčelního kloubu / Moderate Hip Dysplasia
 E = Těžká dysplazie kyčelního kloubu / Severe Hip Dysplasia

Tímto potvrzuji, že stupeň hodnocení dysplazie kyčelních kloubů na základě posouzení rentgenogramu psa označeného výše uvedenými identifikačními znaky odpovídá klasifikačnímu schématu FCI.

I hereby certify that the score of the radiograph submitted for the dog identified above was produced using the scoring criteria of the FCI protocol.

Vyhodnocení bylo provedeno dne / The evaluation was made on: 21.07.2010

Ev. č. snímku / X-Ray nr.: 4 **Kým / By:** MVDr. Jaromír Ekr

E-mail: ordinace@vetklinika.cz

URL: www.vetklinika.cz

VET-KLINIKA s.r.o.
Pražská 94/53
500 04 Hradec Králové
Číslo účtu: 27461025
DIČ: CZ27461025

Podpis a razítko / Signature and stamp:

Proti výsledku posouzení se můžete odvolat do 30 dní od doručení nálezu k předsedovi odvolací komise Klubu posuzovatelů dědičných ortopedických vad psů Komory veterinárních lékařů České republiky na adresu: Prof. MVDr. Alois Nečas, Ph.D., Veterinární a farmaceutická univerzita Brno, Palackého 1 – 3, 612 42 Brno.

Znalec: MVDr. Široký Lubomír
Bytem: Palackého 652, 675 71 Náměšť nad Oslavou
Znalec pro obor ekonomika, ceny, odhady, specializace kynologie

Adresát: Kateřina Pánková
Petrovice nad Orlicí 60
517 21 Týniště nad Orlicí

Znalecký posudek

o chirurgickém zákroku na ušním boltci psa plemene Sheltie
AMETHRICKEH APPARITION s průkazem původu

Počet stran: 4
Počet předaných vyhodnocení: 2

Znalecký posudek je vypracován s využitím metody doporučené Znaleckým standardem
č.1/2005

ÚVOD

0.1. Žadatel o znalecký posudek

Kateřina Pánková
Petrovice nad Orlicí 60
517 21 Týniště nad Orlicí
Datum vyžádání: 20. 4. 2010
Termín vypracování: 3. 5. 2010

0.2. Účel vyžádání znaleckého posudku

Posudek o chirurgickém zákroku na ušním boltci psa plemene Sheltie AMETHRICKEH APPARITION s průkazem původu

0.3. Datum, ke kterému má být znalecký posudek vypracován

4. 5. 2010

0.4. Podklady pro vypracování posudku

- Klinické vyšetření psa
- Průkaz původu psa/kopie/
- Bonitační list
- Vyjádření výboru Klubu chovatelů kolii a šeltíí Praha

NÁLEZ

1.1. Základní údaje

Jméno psa: Amethrickeh Apparition

Plemeno: Sheltie barva srsti zlatá, druh srsti dlouhá

Číslo zápisu: ČMKU/SHE/7825/-09/05/09

Datum narození: 12. 10. 2005

Číslo čipu: 956000001144160

1.2. Klinické vyšetření psa

Dne 20. dubna 2010 jsem za účasti majitelky psa paní Kateřiny Pánkové provedl klinické vyšetření za účelem zjištění provedení chirurgického zákroku na ušních boltcích Sheltie Amerthrickeh Apparition.

- Posouzení celkového stavu psa: dobrý.
- Temperament: při vyšetřování pes nejevil známky bázlivosti ani agresivity, povahou vyrovnaný.
- Změny na ušních boltcích: bylo zjištěno provedení chirurgického zákroku na obou ušních boltcích v místě klopení. /viz foto příloha/
- Ostatní vyšetření: bez nálezu



POSUDEK

2.1. Stanovení posouzení provedení chirurgického zákroku na ušních boltcích psa

Klinickým vyšetřením zjištěno provedení chirurgického zákroku symetricky v místě klopení.
Dobu provedení vzhledem ke zhojení jizev není možné určit.



Znalecká doložka

Znalecký posudek jsem podal jako znalec v oboru ekonomika ceny a odhady se specializací psi a v oboru zemědělství, veterinářství se specializací kynologie.

Znalecký posudek byl zapsán pod pořadovým číslem 4/1/2010 znaleckého deníku.
Znalečné a náhradu nákladů účtuji podle připojené likvidace.

Náměšť nad Oslavou dne 4.5 2010



MVDr. Široký Lubomír



Appendix 4 – Examination results of the dog's ears – English translation

PAGE 1

Assessor: MVDr. Siroky Lubomir (note: MVDr. means veterinary doctor)

Address: Palackeho 652, 675 71 Namest nad Oslavou

Expert in economy, prices, price evaluation, specialization: dogs and dog breeding

Recipient: Katerina Pankova
Petrovice nad Orlici 60
517 21 Tyniste nad Orlici

EXPERT TESTIMONY

**of a surgery on the ears of a shetland sheepdog AMETHRICKEH APPARITION with
pedigree**

(stamp)

Number of pages: 4

Number of copies given to the recipient: 2

This expert testimony follows the recommended methods outlines in expert testimony standard
number 1/2005.

INTRODUCTION

0.1 This testimony has been requested by

Katerina Pankova
Petrovice nad Orlici 60
517 21 Tyniste nad Orlici
Date of request: 20. 4. 2010
Date of processing: 3. 5. 2010

0.2 The reason for the requested testimony

The assessment of a surgery on the ears of a shetland sheepdog AMETHRICKEH APPARITION with pedigree

0.3 Date of completion

4. 5. 2010

0.4 Testimony has been based on

- clinical examination
- the dog's pedigree (a copy)
- bonitation list (note: bonitation is a process of allowing a dog to breed in the Czech Rep.)
- the statement of Colie and Sheltie Breeders Club

THE FINDINGS

1.1 Basic information

Name: Amethrickeh Apparition

Breed: sheltie sable colour, long coat

Reg number: CMKU/SHE/7825/-09/05/09

Date of birth: 12. 10. 2005

Chip number: 956000001144160

1.2 Clinical examination

On the 20th April 2010, I have clinically examined the dog Amethrickeh Apparition in the presence of the owner Katerina Pankova in order to assess the presence of a surgery on the ears of the said dog.

- the overall condition of the dog: good
- temperament: during the examination, no signs of defensiveness or aggression have been noted, the temperament appeared balanced
- Changes on the ears: a surgery on both ears has been discovered in the place of bending /see photo appendix/
- other: no findings

(photo)

THE TESTIMONY

2.1 Assessment of the method of surgery on the ears of the dog

A clinical examination has revealed a surgery on both ears placed symmetrically where the ears bend. The date of the surgery can no longer be ascertained due to the fact that the scarring present is fully healed.

(photo)

Testimony supplement

I have signed this expert testimony as an expert in the area of economy and price evaluation with specialization in dogs, and in the area of agriculture and veterinary matters with specialization in dogs and dog breeding.

This testimony has been logged under 4/1/2010 in my records. The fees have been determined by the standard price list.

Namest nad Oslavou, 4. 5. 2010

(stamp)

MVDr. Siroky Lubomir
(signature)

PAGE 5

(official binding, two stamps + one stamp imprint from the front page of the second stamped copy which was beneath)

Appendix 5 – Samples of photographic documentation from purchase (July 2009) to discovery of ear tampering (February 2010)

<p>July 2009</p> 	<p>September 2009</p> 
<p>October 2009</p> 	<p>November 2009</p> 
<p>December 2009</p> 	<p>January 2010</p> 

Appendix 6 – Letter of support from Sheltie and collie club Prague

Kateřina Pánková
Petrovice nad Orlicí 60
517 21 Týniště nad Orlicí

Ve Slapech 8.4.2010

Věc: Vyjádření výboru Klubu chovatelů kolí a šeltí Praha ve věci psa Amethrickeh Apparation

Vaší žádost ve věci psa zlaté šeltie Amethrickeh Apparation, která byla podána dne 20.3.2010 na členské schůzi klubu, projednal výbor klubu téhož dne a poskytuje následující vyjádření:

Pes Amethrickeh Apparation byl v r. 2009 posouzen na výstavách v ČR se známkou výborný, byl posouzen i na bonitaci 7.11.2009 v Praze s výsledkem chovný. Na MVP v Brně 7.2.2010 byly posuzujícím rozhodčím při kontrole uší shledány nepříliš patrné a zcela zhojené jizvy v místě klopení.



Za výbor klubu
MVDr. Vladimír Fiala
předseda klubu

Appendix 7 – Letter of support from Czech sheltie breeders union (requested in writing only recently, agreed upon much earlier)

Dne 3. září 2011, KV Pardubice

Kateřina Pánková importovala psa sheltie Ametrickeh Apparition v r. 2009 pro oživení chovu v ČR. Hned nato se účastnila výstav v ČR. Na jedné z nich byl zjištěn zásah na uších psa v místě klopení. Domníváme se, že zásah nemohl být proveden po příjezdu do ČR vzhledem k delší době hojení rány.

Za výbor ČKCHS Benešov Czech Republic

Dagmar Semerádová

fu



Appendix 8 – Translation of the two letters of support from Czech sheltie clubs

Katerina Pankova
Petrovice nad Orlicí 60
517 21 Týn nad Orlicí

In Slapy, 8th April 2010

Subject: Sheltie and collie club Prague committee resolution on Amethrickeh Apparition

After discussing your request regarding your sable dog Amethrickeh Apparition brought before the committee on 20th March 2010, the committee confirms the following:

The dog Amethrickeh Apparition has been judged at shows in the Czech Republic in 2009 with excellent results. The dog also passed “bonitace” on 7th November 2009 in Prague with excellent mark. At international dog show in Brno on 7th February 2010, judge discovered completely healed scars on the dog's ears in the place of bending.

(stamp)

For the committee
MVDr. Vladimír Fiala (signature)
chairman

On 3rd September 2011, Pardubice club show

Katerina Pankova has imported a sheltie dog Amethrickeh Apparition in 2009 with the intent of bringing new blood to the Czech Republic. Subsequently she attended many shows. At one of them, judge discovered scars on the dog's ears in the place of bending. It is our opinion that a surgery could not take place in the Czech Republic as the healing process takes a lot of time.

For the committee of Czech sheltie breeders union

Dagmar Semerádová

(signature) (stamp)