

Negative Feedback Indy 8yrs

Full Disclosure: Janet Preston, Indy

The following emails were posted on a public forum by Janet Preston, so are deemed by Rutland Manor to be public property and therefore no private details have been improperly divulged.

You've just received a new submission to your Survey

<<http://www.rutlandmanor.com/please-submit-rutland-manor-survey.html>> .

Submitted Information:

Name

Janet Preston

Today's Date - DAY

Monday

Today's Date - MONTH

June

Today's Date - YEAR

2011

May we publish this form's results? Please select

YES

If (3) What Would You Like Withheld? We will never share your email, address or phone

n/a

How Many Rutland Manor Dogs Do You Have? Please select

I have one Rutland Manor Dog

Your Dog's Pet Name - One dog per form please

Indira

Your Dog's Age 8

Your Dog's Parents

Gypsy - Cadet

Condition on arrival. Select one

My puppy arrived in good condition

How have your expectations been met? Select one

Not as good as expected

Does your dog affect people's allergies? Select One

My dog does not trigger allergies

Shedding. Select One

My dog does not shed

HEALTH. Select One

My dog has had serious health problems

INTUITION. Select One

My dog is mildly intuitive

INTELLIGENCE and TRAINABILITY. Select One

My dog is extremely intelligent and loves learning

How Would You Rate Rutland Manor's Customer Service?

Uncaring

Would You be Likely to Recommend Rutland Manor?

No, I would not recommend Rutland Manor

ADDITIONAL COMMENTS EITHER POSITIVE OR NEGATIVE AND THANK YOU FOR COMPLETING THIS FORM!

Indy has severe hip displasia that was diagnosed when she was 12 months old. I contacted RM straight away to let you know. As I thought any responsible breeder would want to be made aware that one of their dogs had a genetic disorder. I was told that it was a 'storm in a tea cup' and the x rays I sent were not taken properly and the vet had made a mistake.

I contacted RM again about 2-3 years later when Indy had to go on daily medication to control the pain. Again purely wanting to let you know as it could impact on your breeding programme. This time I was asked if I didn't want a refund why was contacting RM. I didn't find this very supportive and not how I expected a responsible breeder would react. It seems that if my dog had been healthy RM would have been quite happy to hear from me with updates on her life. Indy is now slowly recovering from hip replacement surgery, that did not go well. The specialist surgeon, when he saw the x rays, referred to Indy's hips as seriously deformed. So again I contact you to let you know that there is a genetic issue in your lines that has led to Indy experiencing incredible pain in her life and the you may want to review your breeding practices.

Regards

Janet

On 13/06/2011, at 7:05 PM, BeverleyManners wrote:

Dear Janet,

Thank you so much for your survey submission, it is much appreciated.

I feel shocked at the response you quote receiving from RM seven years ago and I will very much appreciate you sending me the emails you received from the RM office in response to your feedback at the time.

Although it is completely impossible for any breeder, no matter how conscientious, to guarantee that they will never breed a hereditary disorder, Rutland Manor has had the same two year health warranty since its inception. This requires the owner of the dog to provide veterinary reports which confirm any existing hereditary ailment which has been clinically proven to have an impact on the quality of life of the dog. If Indy's vet reports from her diagnosis at twelve months were received by the Rutland Manor office, she would have automatically been covered under the health warranty once the vet reports were received, so I am puzzled at the response you quote receiving from Rutland Manor.

I value and welcome authentic negative feedback as well as positive feedback, and I am always willing to publish negative survey results, therefore I would like to have all the facts clear.

Under these most unusual circumstances, and despite the passing of so many years without hearing from you, please forward me the veterinary reports on Indy when she was first diagnosed as I have never avoided honouring a genuine claim on the health warranty and I don't intend to start now.

I realize that money can not compensate for the distress of witnessing a beloved pet in pain, and I feel tremendous sympathy for anyone who has to go through this. I myself lost my beloved Rottweiler in March 2010 from an aggressive bone cancer and he was only five years of age. It is considered a hereditary condition in Rottweillers, which I wasn't aware of when I purchased him, and I didn't expect to lose my friend so painfully while he was still so young. I am grieving him still.

Warm wishes,

Beverley

From: Janet Preston

Sent: Tuesday, 14 June 2011 2:06 PM

To: Beverley Manners

Subject: Re: New Form Entry: Survey

Dear Beverley,

Thank you for your prompt response to my comments, much appreciated. I had a look this morning and unfortunately haven't been able find the e-mails that were sent between myself and RM (maybe they are still in the RM system somewhere). I did find a copy of the original x rays that were taken when the vet first suspected there was something wrong with her hips in early

2004. Two different vets at the Canberra Vet Hospital viewed the x rays and confirmed hip dysplasia (even though the dog may not be perfectly in the correct position the damage to her hips is clear) I don't remember if I sent down their report but I certainly e mailed the x-rays and relayed their findings. The e mail I received back from RM informed me that they believed that dog was not in the 'correct' position and the vets were mistaken. So that if I wanted to claim a refund I would need to have another set of x rays done. My first priority has always been the health and well being of my dog so I wasn't going to put Indy through an unnecessary general anaesthetic to get a refund and confirm what had already been confirmed. My motivation (then and now) was not to 'get a refund' it was to give RM some feedback on their dogs. Knowing that a particular line has HD might mean that you would do more hip scoring of dogs before breeding from them. Or that you could follow up with other owners from those litters on the health of their dogs. (I would be curious to know if any other dogs from Indy's litter had problems). I don't have a copy of the x ray report from the vet but if you are interested in discussing it with my vet feel free to contact him Michael Archinal at the Canberra Veterinary Hospital e-mail xxxxxx ph xxxx They have all Indy's records there.

Regards
Janet

From: Beverley Manners [mailto:privatebox@rutlandmanor.com]

Sent: Wednesday, 15 June 2011 12:26 AM

To: 'Janet Preston'

Cc: 'vets@canberravet.'

Subject: RE: New Form Entry: Survey

Hi Janet,

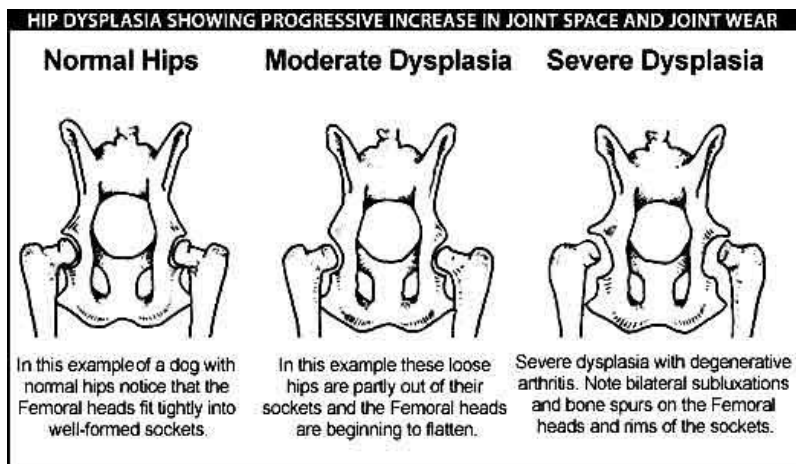
Since you contacted me I have had a look through the records and I found the emails between you and Karen Visser who worked in my office, and also the email between you and myself. Please see attached. I also found the copy of the Xray you sent (see below on the left).

I can see now why Karen Visser who worked in my office at the time, may have had a problem with the Xray image. It is unusual for Xrays to not be labeled. Normal practice is for vets to label their Xrays with the name of the dog for identification purposes and this wasn't done on the image you sent to RM. The positioning was very poorly done too, with Indy twisted on the table and at the time Karen could be excused for thinking that the

diagnosis was inconclusive.

To be fair to Karen, I think if you look at the two images below and the diagrams of normal, moderate HD and severe HD, the Xray sent from your vet would have left a lot in doubt. Having said this though, Indy's subsequent condition has verified the initial diagnosis, but that is now in hindsight. All this aside, however, you will see from the attached emails, that I did instruct Karen to pay you a refund in accordance with Rutland Manor's health warranty, because it is my practice to always go the extra mile. I would have expected her to comply with my direct instructions and I am disappointed that she did not.

The photos and diagrams below were inserted as pictures into this email.



Indy's un-labeled XRay





NORMAL HIP



HIP DYSPLASIA

I have copied your veterinary clinic on this email Janet, and if the attending vet to Indy in 2004 (or someone with access to those records if he is no longer there) would care to supply me personally with the vet report (seeing as he did not label the Xray) I repeat my offer to refund you up to the purchase price you paid for Indy, as I instructed Karen in my email. Regarding the selection of breeding dogs, Rutland Manor has never ever bred a dog who had HD and would never consider doing so, no matter how outstanding the dog was in other respects. However as any breeder or vet will tell you, a dysplastic puppy can be born from two parents with excellent scored hips, and grandparents the same. It is a heartbreaking situation that you find yourself in with Indy, and I realize that it is of little comfort to you to know that it is a rare occurrence for HD to be reported in Rutland Manor Australian Labradoodles. My heart goes out to you in a very big way and as Indy grows older, if at some time in the future you are wanting a puppy, please feel welcome to contact me. You have said you are not interested in a refund, but I would still like to offer you either a refund, or else a free puppy at a time to suit you.

Sincerely,
Beverley

Rutland Manor Labradoodle Breeding and Research Centre
<<http://www.rutlandmanor.com/>>

From: Janet Preston
Sent: 16 June 2011 6:00:08 PM AEST
To: Beverley Manners
Subject: Re: New Form Entry: Survey

Dear Beverley,

Thank you again for responding so promptly to my e-mail. (Unfortunately I couldn't open the attachment you sent). Thank you also for the offer of a refund or a puppy. As I have said my primary motivation was to alert RM of a potential genetic problem. I feel that I have done that. As I think I mentioned in one of my e-mails years ago, I know that there are no certainties when you get a dog and any dog can develop health problems. My hope is only that every thing possible is done to try to prevent it. In leu of a refund I would ask that a donation be made in Indy's name to the RSPCA or similar shelter organisation.

Regards

Janet

From: Beverley Manners
Subject: FW: New Form Entry: Survey
Date: 16 June 2011 11:16:49 PM AEST
To: Janet Preston
Cc: vets@canberravet

Dear Janet,

I am shocked to see that you have publicly attacked me on the internet. I have treated Indy's matter with genuine concern, and sympathy, once you contacted me, and I have provided the proof that I gave instructions to the office staff years ago to refund you on Indy, and repeated that offer just yesterday. The claims that I breed from untested breeding dogs is untrue and a libelous lie. You have already been told that Indy's mother had a hip score of '5' in the time that the average hip score for Labradoodles was 12.6.....an excellent score. I will have Cadet's certificate on record too and will supply it as soon as I can look back through my files.

I believe that in the interests of common decency, you should post on the Doodle Zoo with the correspondence that is attached otherwise I will feel compelled to publish the true facts myself.

Regards,
Beverley

Janet Preston
Full Disclosure
Thu Jun 16, 2011 10:35pm

124.176.46.45

In the interest of full disclosure I am posting copies of the resent e-mail contact that I have had with RM. Beverley has also sent me a file that apparently contains copies of our original e-mail contact and some supporting documents. Unfortunately I haven't been able to open the attachment so have been unable to view the contents. I have tried to attach the file to this post as well, but have been unable to. I suspect this technical hitch may be result of my very limited computer knowledge, however, I am more than happy for any of the information that RM has regarding Indy to be published on this website.

Janet