

	Waitakere City Council	Procedure No.: GQP - 01
	Animal Welfare Division	Issue Date; 19/10/95
	GENERAL PROCEDURES MANUAL	Page 1 of 4 Issue No: Draft Change Note Ref:
	Title: COMPLAINTS	

PURPOSE: To outline the procedure for documenting complaints generated by the Public, SPCA or the Police

RESPONSIBILITY: Customer Service Officer.

MATERIALS REQUIRED:

- Complaint Report Form.
- Vocalisation Form (as required).
- Aggression Form (as required).
- Sighting Form (as required).

PROCEDURE:

- 1.1 Respond to complainant either by answering the phone or directly at the counter.
- 1.2 Note the time and date the complaint report initiated.
- 1.3 Ask complainant the nature of the complaint i.e. Barking.
- 1.4 Fill out the dogs details noting the address and description of ^{dog(s)}~~dog~~ from complainants observations if known.
- 1.5 **BARKING COMPLAINT:**
 - 1.5.1 Ask complainant the following questions:
 - 1.5.1.1 Is a dog owner aware of the problem? (i.e. is dog owner home when dog is barking or have they been spoken to)
 - 1.5.1.2 When does the dog bark? (i.e. Day/night is there a pattern?)
 - 1.5.1.3 When did you last hear the dog bark and how long did it go on for?
 - 1.5.1.4 How long has the problem been going on?
 - 1.5.1.5 *Where is the dog at the time of Barking ie outside or Inside*
 - 1.5.2 Write the details of the questions on the complaint report.
 - 1.5.3 During the conversation, if the complainant says there have been previous complaints made, note on the complaint report.
 - 1.5.4 Record the details of complainant on complainant report, name, address, phone no.

*

	Waitakere City Council	Section: 1
	Animal Welfare Services	Issue Date; 20/10/95
	QUALITY PROCEDURES MANUAL	Page 1 of 5 Issue No: Draft
	Title: INTRODUCTION	Change Note Ref:

SECTION 1 INTRODUCTION

A personal copy of the enclosed manual of procedures has been issued to every appointed Animals Protection Act Inspector in the Animal Welfare Services of Waitakere City Council and to the Animal Welfare Manager. Copies are also available for support staff of the Animal Welfare Services. The procedures set out in the manual are effective immediately - this is the first step in implementing a quality system for animal welfare investigations

Until organisational charts, flow charts, audit procedures and the other QS "whistles and bells" are documented, it is worth noting that responsibility for individual performance according to this manual's procedures rests with the Quality Co-ordinator and the Animal Welfare Manager. They have an important role in facilitating implementation, monitoring progress, and reporting internally, to N .E. Wells & Associates and to MAF-RA.

The blank sleeves in the back of the manual are for holding copies of the forms used to issue instructions to mitigate suffering (???) and notice of entry when the occupier is absent (???). These will be needed in the field. Personal copies of the listed legislation are to be inserted into Appendix II - supply problems are to be discussed with your Animal Welfare Manager / Quality Co-ordinator.

1.1 Guide to use of this manual.

- 1.1.1 This Manual is a document that specifies the general policy and practices of the Animal Welfare Services of Waitakere City Council.
- 1.1.2 This manual contains procedures to execute these policies in the fulfilment of the role of an appointed Animal Protection Act Inspector.

1.2 Quality Management System.

This quality management system is implemented to deliver a quality management programme to the Animal Welfare Services of Waitakere City Council. Currently part of a pilot scheme it is envisaged that the Animal Welfare Services will become part of the territorial authority training and accrediting system set up for inspectors within the territorial authorities.

1.3 Scope

- 1.3.1 An animal welfare investigation commences when an animal welfare complaint is received at the Animal Welfare Services office by telephone or at the counter, or is received directly by an inspector in the course of other duties.