

# DOG COMPLAINTS



## PROCESS



### 1 ATTEMPT TO DISCUSS CONCERNS WITH YOUR NEIGHBOUR

They may not be aware of the issues or concerns you are experiencing with their animal.



### 3 CASE FILE CREATED

Alberta Animal Services creates a case file, verifies if there is an active dog license for that address and attends the location to discuss the complaint with the dog owner. If the owner is found to be in violation of a bylaw, they may be issued one of the following penalties:

- **WARNING NOTICE** – Issued when it is a first offence and an offence with low severity or when the witness does not want to fill out a witness statement form.
- **VIOLATION TICKET** – Issued when an offence is confirmed by a formal witness statement being issued or the Officer witnesses the offence directly.

In Red Deer, concerns related to dogs are typically regulated under:

- Bylaw 3429/2009 "Dog Bylaw"
- City Council Policy 6118-C: Aggressive Dog Designation



### 2 FILE A FORMAL COMPLAINT

**File a formal complaint with Alberta Animal Services.**

- Phone: (403) 347-2388
- Online form: <https://albertaanimalservices.ca/bylaw-enforcement/#concerns-regarding-animals>

**To file a complaint, you will need:**

- A description of the dog
- The address where the dog resides
- The date and time of the offence
- Your contact information
- Brief details of the incident/complaint

## IN THE EVENT OF A DOG ATTACK



### 2 CITY REVIEWS

The City reviews the investigation package and recommendation from Alberta Animal Services and makes the final determination for the Aggressive Dog Designation.



### 3 DOG OWNER NOTIFIED

The dog owner is notified of the Designation Level determined for their dog.

**OPTION 1:** If the dog owner agrees with the Aggressive Dog Designation level, they have 7 days to comply with all aggressive dog owner requirements.

**OPTION 2:** If the dog owner disagrees with the Designation level, they have 14 days to file an appeal.



### 1 AGGRESSIVE DOG REVIEW

If the dog is involved in an attack against a person or another animal, the file is then reviewed in alignment with the Aggressive Dog Council Policy 6118-C and the Dog Bylaw. Alberta Animal Services collects file details and evidence and makes a recommendation for the level of designation. A report is submitted to the City based on if the dog:

- Has been involved in more than three incidents at level 1 of the Aggressive Dog Policy;
- Has been involved in more than two incidents at level 2 or 3 of the Aggressive Dog Policy, or;
- Has been involved in an incident evaluated at level 4 of the Aggressive Dog Policy.

#### APPEAL PROCESS:

- To appeal, the dog owner files required paperwork with the Red Deer Appeal and Review Board and a hearing is scheduled within 30 days of the documentation being completed.
- The hearing is held with the Red Deer Appeal and Review Board, The City, the Dog owner and any witnesses that wish to attend. The Board renders their decision within 15 days of the hearing.

**OUTCOME 1:** If The City's Aggressive Dog Designation is upheld, the dog owner has 7 days to comply with all aggressive dog owner requirements. Alberta Animal Services and The City's Compliance staff will follow up with the owners of the Aggressive Dog to ensure they are compliant with the regulations and have implemented what is required.

**OUTCOME 2:** If The City's decision is overturned, the Aggressive Dog Designation is removed. The City continues to monitor the dog and to respond to any further complaints made.

**Please note:** This process is completed as quickly as possible. It is of significant importance that proper evidence and witness statements are collected. If a dog owner takes an issue to the court level, The City needs to show that we have done due diligence and collected the appropriate evidence. If this is not done, our file may be dismissed.