



## **Village of St. Louis - Barking Dog Complaint Policy**

The Village of St. Louis has developed this policy to help enforce problem dog barking regulations and to ensure that proper documentation is recorded for each individual complaint case.

Any person who wishes to file a complaint with the Village of St. Louis must adhere to the steps indicated within this policy.

1. Complainant contacts the Village of St. Louis Office in person, by regular mail, by e-mail or by telephone in order to file a complaint of a barking dog. They will be required to complete, in writing, an official Complaint Form.
2. Village of St. Louis provides the complainant with a 5 Day Log book.
3. Complainant records and tracks barking on the 5 Day Log and mails, e-mails or hand delivers it to the Village of St. Louis Office once complete.
4. Village of St. Louis assesses the 5 Day Log to verify if:
  - a) the form is properly completed; if so, continue to step 5.
  - b) the information is not properly completed a letter is sent to the complainant advising them to remedy the information errors on the 5 Day Log.
  - c) the form is completely inadequate, a formal letter will be sent and no action will be taken against the dog owner.
5. Village of St. Louis contacts the owner of the barking dog and addresses the problem. The Village of St. Louis:
  - a) provides an explanation relating to the concern which may include time frames or noted problems.
  - b) provides suggestions for improvement, including written document relating to problematic barking.
  - c) provides a written warning, which includes the specifics pertaining to the local bylaw and notes that further offences will lead to a fine.
6. Village of St. Louis provides the complainant with a 7 Day Log to record and monitor the situation to determine if there is any improvement.
7. Complainant tracks barking on 7 Day Log and mails, e-mails or hand delivers it to the Village of St. Louis Office once complete.

8. Village of St. Louis assesses the 7 Day Log to verify if:
  - a) The problem is corrected, then the file is closed.
  - b) The problem continues and there is sufficient documentation, proceed to step 9.
  - c) The problem continues and there is not sufficient documentation, the complainant will be sent a correction package to provide more information before proceeding.
9. Village of St. Louis contacts the dog owner and issues a ticket. Each time the Village of St. Louis issues a ticket the complainant will be sent another 7 Day Log to determine if the situation is improving. If the situation does not improve as evidenced by these 7 Day Logs, subsequent tickets will be issued. Cost of each offence are as follows:
  - a) First offence                      \$100
  - b) Second offence                    \$200
  - c) Subsequent offence              \$300
10. If the owner of the dog does not pay the ticket, the matter may proceed to court.
11. If the owner enters a plea of “not guilty”, the complainant will be required to testify under oath.

Notes:

- a) The statements and logs must be completed by only one person. If needed a secondary witness statement can be recorded and included with the 5 and 7 Day Logs.
- b) Complainant must be able to state that they observed the dog in question and be prepared to provide a brief description of the occurrence. They would have to be able to confirm, with 100 percent certainty that the barking was coming from a specific animal.
- c) Barking Dog Logs are evidence used in court, therefore must be detailed and accurate.
- d) Barking Dog Logs must be in the complainants own handwriting and entries be made at the time that the barking is occurring.
- e) Any additional notes or witness statements should be retained for use in court.

# Village of St. Louis - Barking Dog Complaint Policy

## 5 Day Log Record

Please complete for initial complaint of a problem dog barking incident.

Name of Complainant: \_\_\_\_\_ Phone: \_\_\_\_\_

Address: \_\_\_\_\_

Date of Initial Occurrence: \_\_\_\_\_ Description of Dog: \_\_\_\_\_

Details of Barking Dog Complaint: \_\_\_\_\_

Name & Address of Owner (if known): \_\_\_\_\_

Please complete for immediate 5 days after filing complaint and return to the Village of St. Louis Office.

DAY	DATE	TIME	Nature of Barking Occurrence (details)	Duration of Occurrence	No Occurrence this day
1					
2					
3					
4					
5					

\_\_\_\_\_  
Signature of Complainant

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**7 Day Log Record**

Please complete for follow-up documentation of complaint of a problem dog barking incident.

Name of Complainant: \_\_\_\_\_ Phone: \_\_\_\_\_

Address: \_\_\_\_\_

Date of Completion of Initial 5 Day Log: \_\_\_\_\_ Description of Dog: \_\_\_\_\_

Details of Barking Dog Complaint: \_\_\_\_\_

\_\_\_\_\_  
 Name & Address of Dog Owner (if known): \_\_\_\_\_

Please complete for immediate 7 days after receipt and return to the Village of St. Louis Office.

DAY	DATE	TIME	Nature of Barking Occurrence (details)	Duration of Occurrence	No Occurrence this day
1					
2					
3					
4					
5					
6					
7					

\_\_\_\_\_  
 Signature of Complainant