



te kaunihera ā-rohe o  
**matamata-piako**  
district council

# Making a Complaint about a Dog Attack

If you are attacked, rushed at, or frightened by an aggressive dog you should consider making a complaint to Council. Every complaint that is made to Council about a dog will be followed up, to help reduce the likelihood of dog attacks in our community.

Once the dog that is the subject of a complaint has been identified, Council has several options to address the situation:

- the dog owner may be issued with a written warning or an infringement notice
- the dog could be classified as dangerous or menacing
- the owner may be classified as a probationary or disqualified owner
- In very severe cases, the owner of the dog may even be prosecuted.

Even if you are not sure if you want anything done about the dog, you should consider providing the details of the incident to Council as the dog may have done this before and could repeat this behaviour (or worse) in the future.

## What information do I need to provide?

If you have been attacked or witness an attack by a dog, or if a dog has attacked domestic animals, stock or protected wildlife, you should contact Council straight away to report it.

Council will follow up on every complaint, so the more information you can provide, the easier it will be for Animal Control Officers to investigate the situation. To help them follow up your complaint, please provide a written statement including the following information:

- Your full name;
- Your address and contact phone number;
- The date and time of the incident;
- The location of the incident (e.g. street address or name of a park);
- A description of the dog (e.g. name, colour, breed, size, sex, collar and/or registration tag);
- Where you last saw the dog (e.g. did it run off down a street, enter private property or was it taken away by a person);
- The address or identity of the owner of the dog if you know them

**If it was you or an animal that was attacked**, you should also include as much of the following information as possible:

A description of the attack and any injuries to yourself or to an animal;

Whether medical or vet attention was sought, (if so Council may need these records as evidence of the injury);



Whether there was damage to any other property (e.g. torn clothing), any damaged clothing or property should be kept for evidence;  
Whether the owner was present and any actions they took to control the dog;  
Whether there were any witnesses, their names and contact details if you know them;  
Whether you have any photos of any injury from immediately after and the days following the attack.

**Or, if you witnessed an attack**, include as many of these details as possible:

The identity of the victim (or a description if you do not know who they are);  
A description of what you saw and heard of the attack;  
A description of what you saw and heard of the actions of the victim and others who were present;  
Whether there were any other witnesses, their names and contact details if you know them.

*You should make sure that you sign your statement and date it with the date that you wrote it.*

### **What other evidence might be needed?**

If a person or an animal has been injured as a result of an attack, you should try and take photos of those injuries (if possible), including a photo of the whole body and face. Sometimes the full extent of an injury is not obvious straight after an attack; if possible, taking photos over a number of days will provide a better record of the extent of the injury.

If the person or animal needed medical attention after the attack you should request a copy of those medical records from your Doctor or your Vet and let Council know that you have them.

### **How will the information I provide be used?**

Your written statement and any other evidence you can provide will help Council to investigate an attack and assess what action should be taken.

This information may also be used in the preparation of a court case against the owner. If Council decides to prosecute the dog owner, you will be required to attend court as a witness. The dog owner can't be prosecuted if you do not attend.

### **Questions?**

If you have any questions or are unsure about the type of information you should provide, phone Council on 0800 746 467. Animal Control Officers will also contact you if they need more information and to discuss the outcome of their investigation.



# Make a complaint about a dog

## Your details

First Name: \_\_\_\_\_ Middle name: \_\_\_\_\_

Surname: \_\_\_\_\_

Residential address: \_\_\_\_\_

Postal address (if different): \_\_\_\_\_

\_\_\_\_\_ Post Code: \_\_\_\_\_

Home Ph: \_\_\_\_\_ Work Ph: \_\_\_\_\_

Mobile: \_\_\_\_\_ Fax: \_\_\_\_\_

Email address: \_\_\_\_\_

## Details of dog attack

Date: \_\_\_\_\_ Time: \_\_\_\_\_

Location: \_\_\_\_\_

Description of dog: \_\_\_\_\_

Address or identity of dog owner (if known): \_\_\_\_\_

\_\_\_\_\_

Please describe the attack (refer to the notes attached to ensure you provide all the required details)

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