BARKING DOG INVESTIGATION FACT SHEET

Noise complaint received:

Nuisance dog noise diary sent to customer

Customer returns 14-day diary:

AMO calls customer to talk through next steps. AMO will check registration, excess animals etc.

AMO visits alleged barking dog owner and educates owner about the barking:

Owner has two weeks to resolve the nuisance. AMO sends nuisance dog resolution guide to dog owner.



After two weeks AMO calls customer to see if barking has reduced

If the nuisance starts again within a six-month period, start process again here

NO - Barking has not reduced

AMO will talk to the dog owner and issue a notice to comply (NTC) to stop the noise within 14 days

Further education will be provided to the dog owner.



AMO will collect evidence to verify the nuisance:

- A door knock of the area will be conducted and statements may be taken as evidence
- AMO will conduct sit offs at specified times near the property
- A sound recording device may be issued to customer if necessary
- Additional diaries may be required if AMO cannot verify nuisance barking.



If the nuisance cannot be verified:

AMO will let the customer know that they have been unable to verify the offence, and no further action can be taken. Customer is advised to take civil action on their own behalf.

YES - Customer satisfied with reduction in barking

Customer notified that the complaint is closed. **AMO will send a closure letter.**

If the matter recommences within a six-month period, the investigation may recommence.

Further reports of nuisance after a six-month period will require an additional 14-day diary.



A 28-day noise diary will be issued to customer. Another NTC will also be issued to the dog owner.



Customer notices reduction in amount of barking and is satisfied with result



Customer returns 28-day diary:

If the barking has not reduced, AMO will present all evidence to prosecution panel to see if the matter should go to the Magistrate's Court. If the panel does not agree there is enough evidence for a successful prosecution, the matter will be closed and advice given to the customer about civil action.



AMO will prepare a brief for court proceedings



Summons issued to appear at the Magistrate Court

