

SW City Dog Park

Rules for Handling Formal Complaint of Dog Park Incidents

Formal complaint: A complaint must be submitted in writing by letter to the Southampton Neighborhood Association, Attn: SW City Dog Park, PO Box 5183, St. Louis, MO 63139 or by e-mail to president@swcitydogpark.org or another board member's email address.

Include your name, your dog's name, the other owner's name and dog's name, names of witnesses, date of the incident, and a description of the incident, including specific information on any injury sustained.

What is reportable and what will be reviewed

Violations that should be reported and will be automatically reviewed:

- Children under the age limit in the dog park
- Person bit by a dog
- Dog bitten requiring medical treatment

Violations that can be reported and will be documented:

- Dog bitten with no medical treatment necessary
- Other violations of dog park rules

If repeated offenses of the same violation are reported, a full review will begin (see Procedure for Review below).

Procedure for Review

1. When a formal complaint is received and is eligible for review, the President shall distribute the complaint to all board members and members of the incident review committee, excluding any who are alleged to have been involved in the incident.
 - a. A person who communicates a complaint to a Board member orally shall be informed that the complaint must be made in writing via mail or e-mail if she/he wished for the board to review it and take action if necessary. If the person making the oral complaint is unable to make a written complaint, the board member receiving the complaint shall reduce the substance of the complaint to writing and email it to the board.
2. If the president is not involved in the incident and deems that a dog may pose a serious risk to the park, she/he may issue a temporary ban on the dog entering the park, pending investigation, for a period not to exceed 2 weeks. (If the president is involved in the incident, his/her duties within the complaint process will fall to the vice president while the case is pending.)
3. A member of the incident review committee will be designated to collect statements from parties named in the incident and statements from witnesses named in the incident. The statements will be distributed to the incident review committee and the board.
4. The incident review committee will discuss the incident and recommend a course of action, if any, to take. Actions may include but are not limited to: restricted use of the park, temporary or permanent bans on using the park, dog training, or testing requirements (e.g., Canine Good Citizen test).
5. The incident review committee will present their recommendation to the board, who will then vote whether to approve the course of action.
6. The board will report any incidents where a person is bitten to the Animal Regulation Center (if not reported by the person's physician). In addition, the Animal Regulation Center will be the final arbitrator of complaints of dog attacks (where a dog was injured, not a person) if a resolution between the parties cannot be reached.
7. If a board member or incident review committee member is involved in the incident, she/he will be excluded from the proceedings except for giving a written statement of what happened.