

# Animal Noise Complaint Process

## Stage 1

Complaint received  
(verbal or written)

Council evaluates complaint

"Animal Noise Complaint Package" sent  
to Complainant and Animal Owner.

## Stage 2

Complainant (a minimum of 5 days after receiving the letter to allow the animal owner to take reasonable steps to minimise the alleged noise nuisance), is to adequately complete and return to Council, the attached Statutory Declaration and one of the following:

3 days of video or audio recordings;

or

'Animal Noise Nuisance Diary' showing dates/times and duration of noise over a minimum period of 3 days.

Council evaluates information provided by the complainant.  
NOTE: If the evidence is not correctly provided, Council may not be able to proceed and may require further information.

If the supplied evidence and Statutory Declaration confirms a noise nuisance is being caused to the complainant, then Council issues an Abatement Notice to the Animal Owner.

General advice of action taken is provided to the complainant.

## Stage 3

After the 'Due Date' on the Abatement Notice, Council undertakes a preliminary follow-up investigation.

If the alleged noise nuisance continues to be an issue, Council will undertake further investigations. This will require further evidence be supplied by the complainant.

Other actions as determined by Council which may include issuing an infringement to the animal owner and possibly removing animal/s concerned.

If there is no further issue, matter is completed.