

## Citizen Complaint SOP

1. Citizens living within County jurisdiction wishing to make a complaint related to an animal that meets one of the following requirements should contact the animal shelter via telephone during normal business hours.
  - a. Stray dogs roaming at large;
  - b. Sick or injured dogs; or
  - c. Sick or injured cats.
2. Citizens should avoid picking up any animals on the side of the road or setting any type of trap. The citizen should call the shelter to file a complaint immediately.
3. The Shelter does not take owner surrenders or any animal drop offs.
  - a. As defined by § 3-7A-1, *Code of Alabama* (1975), an owner is defined as "Any person having a right of property in a dog, cat, ferret, or other animal, or who keeps or harbors the animal, or who has it in his or her care, or acts as its custodian, or who permits the animal to remain on or about any premises occupied by him or her."
  - b. No animals are taken "over the counter" at the shelter.
4. Complaints are addressed in the order they are received unless the animal is sick, injured, or aggressive.
5. The Shelter does not handle neighbor disputes. If an owned animal is running around in violation of § 3-7A-1, *Code of Alabama* (1975), the Animal Control Officers will only visit the owner to discuss the violation.
  - a. Barking dogs, a cat using a flower bed as litter box, etc. are not issues handled by Animal Control.
6. Wellness checks can be conducted by Animal Control Officers during normal business hours.
7. If there is an emergency animal situation involving a sick, aggressive, or injured dog or cat after normal business hours, citizens must contact the Sheriff's Office at 251-937-0202 to receive assistance.
8. Animal Control does not handle livestock or wildlife.