

<b>COMPLAINT INSPECTION</b>	A complaint inspection is conducted in response to a concern received by Animal Care.
<b>Sources of Information</b>	<p>Sources of information include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• general public</li> <li>• animal protection group</li> <li>• whistle blower</li> <li>• city, county, or State agency</li> <li>• APHIS personnel</li> <li>• other Federal agency</li> </ul> <p>Methods of obtaining information include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• phone calls</li> <li>• letters</li> <li>• e-mail</li> <li>• personal contact</li> <li>• fax</li> </ul> <p>NOTE: The complainant does not have to give his/her name. If the complainant does give his/her name, you should not give out the person's name in order to maintain confidentiality. However, the complainant's name may be subject to a FOIA request.</p>
<b>Information Follow-up</b>	<p><b>Decide if the information applies to the Animal Care program.</b></p> <p>If it does <b>not</b> apply to the Animal Care Program, refer the complainant to the appropriate office/agency if known.          Possible referral agencies include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• US Fish &amp; Wildlife Service</li> <li>• State wildlife agency</li> <li>• local animal control</li> <li>• local or national humane society</li> <li>• State animal welfare agency</li> </ul> <p>If it <b>does</b> apply to the Animal Care Program but is not a possible violation:</p> <ul style="list-style-type: none"> <li>• explain regulations and situation to complainant</li> <li>• take no further action</li> </ul>

If it **does apply** to the Animal Care program **and is** a possible violation:

- complete a Complaint sheet (see page 8.3.3)
- determine if the complaint applies to someone in your territory

If **not** in your territory,

- forward the Complaint sheet to the Regional Office
- inform the complainant it is not in your area but you are forwarding it to the Regional Office
- give the complainant the Regional Office phone number for follow-up

If **in** your territory,

- contact your Supervisory Animal Care Specialist (SACS) to determine if an inspection or investigation is needed
- conduct an inspection if required. Note: Designate the inspection as a "Routine" inspection.
- complete the Complaint sheet and a memo detailing your findings, if appropriate
- forward the Complaint sheet, inspection report, and memo, if applicable, to your SACS or Regional Office following your standard procedure

#### *Response Time*

The time frame for responding to a complaint depends on the severity of the situation. The response time may be:

- within 72 hours when the animal's health and well-being is threatened, e.g., a report from an internal source of animals experiencing excessive pain or distress
- as directed by your SACS or other program official, e.g., a situation with high public attention or Headquarters/Administration involvement
- within 30 days or by the deadline given for all other complaints, e.g., general complaint that a research facility is using stolen animals



USDA, APHIS, Animal Care

ANIMAL WELFARE COMPLAINT

Complaint No. Date Entered Received By

Referred To Reply Due

Facility or Person Complaint Filed Against

Name Customer/License/Registration No.

Address

City State Zip Phone No

Complainant

Name Organization

Address

City State Zip Phone No./Email address

How was complaint received?

Details of Complaint:

Results:

Application packet provided? Yes [ ] No [ ]

INSPECTOR

DATE

REVIEWED BY

DATE

