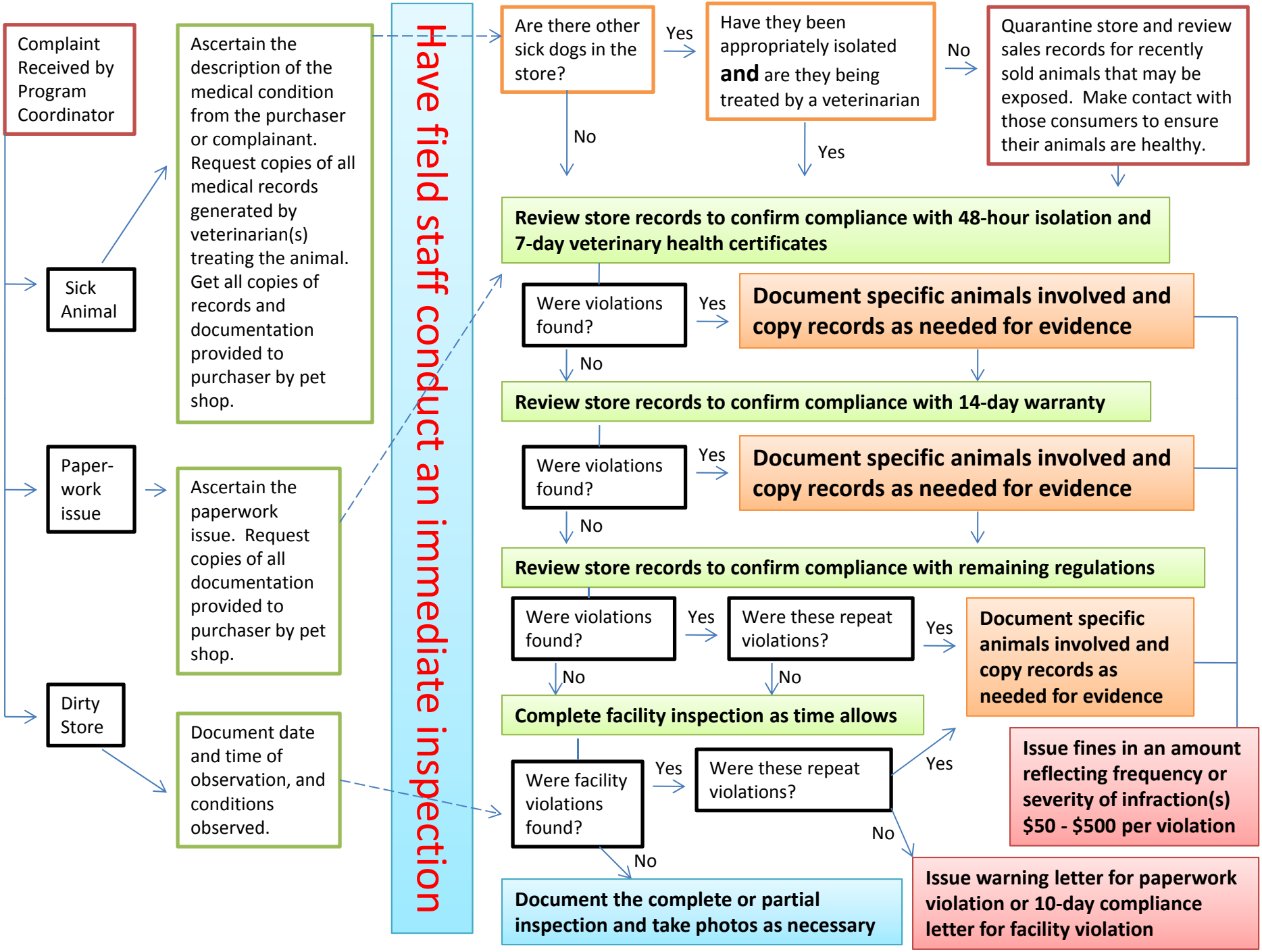
Complaint Received by Program Coordinator
Sick Animal
Paper-work issue
Dirty Store
Ascertain the description of the medical condition from the purchaser or complainant. Request copies of all medical records generated by veterinarian(s) treating the animal. Get all copies of records and documentation provided to purchaser by pet shop.
Ascertain the paperwork issue. Request copies of all documentation provided to purchaser by pet shop.
Document date and time of observation, and conditions observed.
Have field staff conduct an immediate inspection
Are there other sick dogs in the store?
Yes
No
Have they been appropriately isolated and are they being treated by a veterinarian
No
Yes
Quarantine store and review sales records for recently sold animals that may be exposed. Make contact with those consumers to ensure their animals are healthy.
Review store records to confirm compliance with 48-hour isolation and 7-day veterinary health certificates
Were violations found?
Yes
Document specific animals involved and copy records as needed for evidence
No
Review store records to confirm compliance with 14-day warranty
Were violations found?
Yes
Document specific animals involved and copy records as needed for evidence
No
Review store records to confirm compliance with remaining regulations
Were violations found?
Yes
Were these repeat violations?
Yes
Document specific animals involved and copy records as needed for evidence
No
No
Complete facility inspection as time allows
Were facility violations found?
Yes
Were these repeat violations?
Yes
Issue fines in an amount reflecting frequency or severity of infraction(s) $50 - $500 per violation
No
No
Issue warning letter for paperwork violation or 10-day compliance letter for facility violation
Document the complete or partial inspection and take photos as necessary