

Title	Investigate and action dog nuisance complaints		
Level	4	Credits	5

Purpose	<p>This unit standard is intended for people who work in the animal control industry.</p> <p>People credited with this unit standard are able to: receive and record dog nuisance complaint information; investigate complaint; and take action on non-compliance breach.</p>
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Classification	Compliance and Law Enforcement > Compliance and Regulatory Control
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Available grade	Achieved
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Guidance Information

- 1 Legislation relevant to this unit standard includes but is not limited to: Human Rights Act 1993, Privacy Act 1993, Health and Safety in Employment Act 1992, Dog Control Act 1996, Summary Proceedings Act 1957.
- 2 **Definitions**
Organisational requirements refer to instructions to staff on policy and procedures which are documented in memo or manual format and are available in the workplace. These include legislative requirements and organisation’s complaint procedures.
Dog nuisance complaints include but are not limited to dogs that are – wandering or roaming at large as described in sections 20 and 53 of the Dog Control Act 1996; biting and/or challenging people, stock, poultry, domestic animals, or protected wildlife as described in section 57 of the Dog Control Act 1996; barking as described in section 55 of the Dog Control Act 1996; fouling on private and/or public property as described in section 20 of the Dog Control Act 1996.
- 3 In this unit standard it is expected that the Dog Control Officer will also action care and welfare issues and complaints under sections 5, 52, and 54 of the Dog Control Act 1996.
- 4 In this unit standard it is expected that the Dog Control Officer will receive and action the dog nuisance complaint.
- 5 In this unit standard it is expected that the Dog Control Officer will manage a complex dog nuisance complaint scene. Complex scenes include but are not limited to – a dog that threatens public, stock, poultry, domestic animals, or protected wildlife safety as described in section 57 of the Dog Control Act 1996; complainants; victim(s); witness(es); dog owner; and may include representatives of the media and/or police.

Outcomes and performance criteria

Outcome 1

Receive and record dog nuisance complaint information.

Performance criteria

- 1.1 Complaint details are received in accordance with organisational requirements
- Range details include but are not limited to – complaint details, description of dog, nature of dog nuisance, location, time, address of dog and/or owner.
- 1.2 Complaint information is recorded accurately, legibly, and concisely in accordance with organisational requirements.

Outcome 2

Investigate complaint.

Performance criteria

- 2.1 The scene of the offence is managed in accordance with organisational requirements.
- Range managed includes but is not limited to – isolating the offending animal(s), attending to physically injured parties, gathering information from the victim and dog owner, consulting with witnesses; and may include advising police and media; requirements include but are not limited to – Dog Control Act 1996, Health and Safety in Employment Act 1992.
- 2.2 Evidence collected substantiates possible compliance breach and is admissible in a judicial hearing in accordance with organisational requirements.
- 2.3 Result of investigation is communicated to affected parties in accordance with organisational requirements.
- Range affected parties include but are not limited to – victim, complainant, dog owner, witness(es).
- 2.4 Evidence is collected in accordance with organisational requirements and ‘the rules of evidence’ as stated in the Summary Proceedings Act 1957.

Outcome 3

Take action on non-compliance breach.

Performance criteria

- 3.1 Collected evidence is documented in accordance with organisational requirements.

 Range requirements include but are not limited to – completeness; accuracy of dates, times, and sources; case history; impact report; elements of the law as it relates to Dog Control Act 1996; documentation includes but is not limited to – court proceeding forms, infringement warning, infringement notice.
- 3.2 The brief of evidence accurately links the offence and the alleged offender to the compliance breach.
- 3.3 The report includes recommendations on action to be taken in accordance with organisational requirements.

 Range recommendations may include but are not limited to – prosecution, issue of compliance notice, discussion, negotiation with victim and dog owner.

This unit standard is expiring. Assessment against the standard must take place by the last date for assessment set out below.

Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	19 August 1998	31 December 2023
Revision	2	17 July 2002	31 December 2023
Revision	3	19 May 2004	31 December 2023
Review	4	25 July 2007	31 December 2023
Review	5	25 March 2021	31 December 2023

Consent and Moderation Requirements (CMR) reference	0046
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.