Regina Humane Society

Public Complaint Form

Individuals are encouraged to attempt to resolve their concern informally prior to submitting a formal complaint.

Use this form to submit a formal complaint about an RHS service, action or lack of action, decision, or the conduct of a person acting on behalf of RHS where a response or resolution is expected. Please provide enough detail for RHS to understand and review the concern. If you require assistance or accommodation to make a complaint, please contact RHS.

1. Contact Information

Contact information is optional if you wish to remain anonymous; however, RHS may be unable to clarify, fully review, or respond to an anonymous complaint.

First Name: _____

Last Name: _____

Phone: _____

Email Address: _____

Mailing Address: _____

Preferred Method of Contact: _____

2. Complaint Details

Date and Approximate Time of Incident: _____

Location: _____

RHS Department/Program: _____

RHS Employee/Representative, if known: _____

Animal Name or Identification Number, if applicable: _____

Others Involved or Witnesses: _____

Describe your complaint: _____

_____

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Include what happened, relevant dates, names, animal information, and any other details that may assist the review.

3. Supporting Information

List or attach relevant documents, photographs, correspondence, receipts, or other records.

3.1. Steps taken to date

Identify anyone you have already spoken with and any response received.

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3.2. Desired resolution

Describe what you believe would reasonably address the concern.

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4. Submission and Privacy Notice

The information on this form is collected for the purpose of reviewing and responding to your complaint, administering RHS operations, managing risk, and improving services. Information may be shared within RHS or with legal counsel, insurers, law enforcement, regulators, service providers, or other authorities where necessary, authorized, or required by law. RHS may not be able to disclose confidential information, personal information about another person, or details of employment or disciplinary action.

Date Submitted: _____

Signature: _____