



Rules for Handling Formal Complaint of Dog Park Incidents

Formal complaint: A complaint / incident must be submitted in writing and delivered in person or by mail to the City of Kingsport, Parks and Recreation Department or by e-mail to kptdogpark@gmail.com.

Address: City of Kingsport, Parks & Recreation, ATTN: DOGwood Park Incident Report, 1550 Fort Henry Drive, Kingsport, TN 37664

An incident form is available online at the Kingsport Dog Park website. Please complete as much information as possible including your name, your dog's name, the other owner's name and dog's name, names of witnesses, date of the incident, and a description of the incident, including specific information on any injuries.

What is reportable and what will be reviewed

Violations that should be reported and will be automatically reviewed:

- Person bitten by a dog
- Dog bitten requiring medical treatment

Violations that can be reported and will be documented:

- Dog bitten with no medical treatment necessary
- Other violations of dog park rules

If repeated offenses of the same violation are reported, a full review will begin (see Procedure for Review below).

Procedure for Review

1. When a formal complaint is received and is eligible for review, the Chairperson shall distribute the complaint to all board members and members of the incident review committee, excluding any who are alleged to have been involved in the incident.
 - a. If a person making an oral complaint is unable to make a written complaint, the board member receiving the complaint shall reduce the substance of the complaint to writing and email it to the board.
2. If the chairperson is not involved in the incident and deems that a dog may pose a serious risk to the park, she/he may issue a temporary ban on the dog entering the park, pending investigation, for a period to not exceed 2 weeks. (If the chairperson is involved in the incident, his/her duties within the complaint process will fall to the vice chairperson while the case is pending.)
3. A member of the incident review committee will be designated to collect statements from parties named in the incident and statements from witnesses named in the incident. The statements will be distributed to the incident review committee and the board.
4. The incident review committee will discuss the incident and recommend a course of action, if any, to take. Actions may include but are not limited to: restricted use of the park, temporary or permanent bans on using the park, dog training, or testing requirements (e.g., Canine Good Citizen test).
5. The incident review committee will present their recommendation to the board, who will then vote whether to approve the course of action.
6. The board will report any incidents where a person is bitten to Animal Control (if not reported by the person's physician). In addition, Animal Control will be the final arbitrator of complaints of dog attacks (where a dog was injured, not a person) if a resolution between the parties cannot be reached.
7. If a board member or incident review committee member is involved in the incident, she/he will be excluded from the proceedings except for giving a written statement of what happened.



Date and time of incident: _____

Individual Filing Incident Report

Name: _____

Address: _____

Phone Number: _____

E-Mail Address: _____

Other Person(s) Involved in Incident

Name: _____

Address: _____

Phone Number: _____

Witness(es) to Incident

Name: _____

Address: _____

Phone Number: _____

Dogs involved in incident

Names: _____

Dog ID #: _____

Incident Report:

Where did incident occur?

Outside Gated Area Common Area Small Dog Area Large Dog Area

Was the incident triggered by: Toy Food Mounting or other dominant behavior

Other _____

Description of incident: _____

Were any people injured? (If so, please list names and injury) _____

Were any dogs injured? (If so, please list names and injury) _____

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