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DEPARTMENT OF
ANIMAL SERVICES
221 N Figueroa Street
5th Floor
Los Angeles, CA 90012
(213) 482-9558
FAX (213) 482-9511

EDWARD BOKS
GENERAL MANAGER

SERVICE FEEDBACK FORM

This form should be used to report compliments, comments or complaints regarding Department operations or employee conduct. Upon completion of the form, mail it to (PLEASE PRINT):

**Department of Animal Services
Attn: General Manager
221 N Figueroa Street
5th Floor
Los Angeles, CA 90012**

Please check one:

Compliment

Comment

Complaint

Today's Date:	Your Name:	Your Phone Number:
Your Address:		Your Email Address:
Name of employee and job title (if known)	Date and time of incident:	Shelter/location (if known):
Name of witness(es), if any:		Your Signature:
Nature: <i>(Please give details, provide copies of any shelter paperwork, impound numbers, veterinary records, etc.) Use other side or attach additional pages, if necessary.</i>		

AN EQUAL EMPLOYMENT OPPORTUNITY—AFFIRMATIVE ACTION EMPLOYER

Visit our website at www.LAAnimalServices.com

CITY OF LOS ANGELES
Department of Animal Services

Service Feedback Form Information Sheet

Anyone who wants to provide compliments, comments or complaints regarding Department operations or employee behavior should follow the procedures described below:

What to do if you have a compliment

1. Check the appropriate box at the top of the form (i.e. Compliment).
2. Your compliment will be distributed to the appropriate Department personnel.

What to do if you have a comment

1. Check the appropriate box at the top of the form (i.e. Comment).
2. Your comment or suggestion will be evaluated and appropriate action will be taken if required.

What to do if you have a complaint

1. Ask to speak to the immediate supervisor or the person in charge at the time of the incident. The supervisor will attempt to handle your complaint.
2. If the response to your verbal complaint does not rectify the situation, you may wish to submit a formal, written complaint by completing the "Service Feedback Form." Your complaint will be investigated and appropriate action will be taken if required.
3. To ensure investigation of your complaint, please check the Complaint box on the top of the "Service Feedback Form." Please include as much detail as possible, i.e. date, time, name and job title of employee(s), copies of any pertinent documents, etc.
4. A Department supervisor will investigate the complaint. After the investigation has concluded, appropriate action will be taken if required. At that time, you will receive a written summary of the investigation results. However, in order to protect the privacy of our employees, we cannot report specifics of any disciplinary action.

The completed "Service Feedback Form" should be submitted to:

Department of Animal Services
Attn: General Manager
221 North Figueroa Street
5th Floor
Los Angeles, CA 90012