



PortAugusta

CITY COUNCIL

2. OPERATIONAL UNITS POLICY/PROCEDURES

2.5 CITY MANAGEMENT - GENERAL INSPECTORATE

POLICY NUMBER	2.5.04	PAGES	5
SUBJECT			
BARKING DOGS			
COUNCIL MEETING		ISSUE DATE	
		REVIEW DATE	
		DELETED DATE	
<p style="text-align: center;">EXTERNAL LEGISLATION</p> <p><u><i>Dog and Cat Management Act 1995</i></u></p> <ul style="list-style-type: none"> ➤ <u>Section 45A - Miscellaneous duties relating to dogs</u> <p><u><i>Local Government Act 1999</i></u></p> <ul style="list-style-type: none"> ➤ <u>Section 254 - Animals that may cause a nuisance or hazard</u> ➤ <u>Section 125 -Internal Control Policies</u> 		<p style="text-align: center;">INTERNAL REFERENCES</p> <p>Definitions - Owner of Dog & Person Responsible for control of Dog - <i>Attachment A - FORA1547</i></p> <p>Barking Dog Complaint Sheet - <i>Attachment B - FORD0011</i></p> <p>No Further Action Letter - <i>Attachment C - FORA1549</i></p> <p>Guidelines for Using Bark Counting Collars - <i>Attachment D - FORA1546</i></p> <p>Procedure Flow Chart - <i>Attachment E - FORA1593</i></p>	
<p style="text-align: center;">RELATED POLICIES</p> <p>Council Enforcement Policy - 2.5.03 Records Management Policy - 2.7.02 Electronic Records Policy - 2.7.01</p>		<p style="text-align: center;">RESPONSIBLE OFFICER</p> <p style="text-align: center;">City Manager</p>	

SECTION A

1.0 POLICY STATEMENT

- 1.1 While dogs are a source of pleasure to many in the community, society expects that this will be balanced with the need to control environmental nuisance. The Dog & Cat Management Act 1995 is the legislative tool available to Councils to affect this.

- 1.2 This procedure starts with a complaint about excessive noise from a dog and covers actions to investigate and decide on appropriate measures to apply. It may precede the Expiating Offences Procedure or Destruction and Control Orders Procedure.

2.0 PURPOSE

- 2.1 Its purpose is to ensure the consistent and accurate application of relevant legislation, Council Policy and Dog & Cat Management Board Guidelines.

3.0 RESPONSIBILITY & REVIEW

- 3.1 This procedure applies to persons with valid authorisation under the Dog and Cat Management Act 1995 (*see 2 Relevant Documentation*) and associated administrative staff.
- 3.2 Officers are required to act reasonably and transparently, demonstrate good customer service, undertake their responsibilities in a proficient manner and use their judgement where necessary to ensure an outcome in line with legal requirements and Council's Enforcement Policy.
- 3.3 To be reviewed within 12 months after a General Election, in line with any legislative changes, or by resolution of Council.

4.0 DEFINITIONS

The definitions contained herein are not exhaustive and officers may need to consider the relevant legislation for further applicable definitions.

Owner of dog: has the same meaning as in Section 5 of the DCMA. See Attachment A

Person responsible for control of dog: has the same meaning as in Section 6 of the DCMA. Attachment A

5.0 GENERAL NOTES

In this Operating Procedure, a reference to an **owner of a dog** includes a reference to a **person responsible for control of a dog**.

The **criteria** which must be met to sustain a claim are that a dog "creates a noise, by barking or otherwise, which persistently occurs or continues to such a degree or extent that it unreasonably interferes with the peace, comfort or convenience of a person".

The **nature of complaints** about barking dogs is such that they can be extremely protracted and difficult to resolve. This procedure provides steps to ensure a fair and transparent assessment of each complaint. However, the details of each will differ, and AMOs will also need to use their professional judgement against the evidence in concluding them.

6.0 RELEVANT DOCUMENTATION

Best Practice Procedures for Appointing Authorised Persons

Righetti, J "Barking Problems Solved" DCMB
abs Bark Counter System Animal Behaviour Systems Australia

7.0 RECORD MANAGEMENT

All documents, notes, photographs and correspondence must be retained and stored in accordance with Council's Records Management and Electronic Records Policies as required by Section 125 of the Local Government Act 1999.

SECTION B

8.0 PROCEDURE

8.1 Taking a Report

All reports are logged according to Council's Records Management & Electronic Records Policies.

8.1.1 Obtain the name, address and contact details of the person making the complaint, along with the location of the dog in question.

8.1.2 Advise that, given the nature of the legislation, Council must receive a signed written complaint before commencing a noise nuisance investigation. Assure the caller that, subject to the Freedom of Information Act 1991, the name of the complainant will not be divulged to the dog owner.

8.1.3 Advise that a Dog Management Officer will make telephone contact shortly.

8.2 Obtaining a written complaint

8.2.1 Wherever possible, a personal appointment with the person making the complaint is the preferred option for obtaining a written complaint. Arrange a time to visit.

8.2.2 Provide a comprehensive explanation of the process required to meet the criteria of Section 45A(5), such as the need for accurate diarising of noise for at least 2 weeks, corroboration by other neighbours and willingness to attend court as a witness.

8.2.3 Discuss other possible options such as a personal approach to the dog owner or mediation. Consider previous contact between the parties and any animosity which may make such an approach inappropriate.

8.2.4 Use this meeting to observe the dog in question from the complainant's property, assess any indication of a "neighbour dispute" and elicit any potential solutions.

8.2.5 If it is impractical to visit the complainant, explain as much as possible during the telephone contact. Send a Barking Dog Complaint Sheet Attachment B, along with written explanations of the process which will follow.

8.3 Written complaint received

8.3.1 On receipt of a written complaint, commence a dog barking file.

8.3.2 Provide a 7 day diary and advise the collection date

8.3.3 On the appropriate day, call and arrange collection.

8.4 Diary assessment after 7 days

8.4.1 Assess the information in the diary.

8.4.2 If the barking has ceased or is negligible or the diary was not completed, send No Further Action Letter Attachment C.

8.4.3 Record actions and close the file.

8.4.4 If there is a pattern consistent with noise nuisance, request the complainant to proceed with another 7 day diary.

- 8.4.5 Contact the owner immediately. Advise about the complaint, the noise pattern and the ongoing investigation. Provide Barking Solutions Booklet and any suggestions for abatement and request immediate action.

8.5 Diary assessment after 14 days

- 8.5.1 On the appropriate day, call the complainant and arrange collection of the second 7 day diary. Assess the pattern of noise recorded.
- 8.5.2 If the barking has ceased or is negligible or the diary was not completed, send No Further Action Letter Attachment C to complainant and owner.
- 8.5.3 Record actions and close the file.
- 8.5.4 If there is evidence of a significant issue, attend the property of the dog owner. Advise that the pattern of noise has continued and that alternative action to address the problem is required within 7 days.
- 8.5.5 Advise the complainant of actions to date, the efforts of the dog owner and request continued diary notations.

8.6 Further evidence gathering

- 8.6.1 Doorknock the adjacent neighbours. Seek to corroborate whether the dog barks, irrespective of whether it creates a problem for them.
- 8.6.2 If the responses from neighbours are contradictory, schedule times for DMOs to monitor the situation in person.
- 8.6.3 Compare data collected from all sources and discuss with Registrar of Dogs.

8.7 Follow up with dog owner

- 8.7.1 If a pattern is evident and the owner is willing to cooperate, attempt to resolve the issue with them.
- 8.7.2 Warn the dog owner of the possibility of a Barking Dog Order, prosecution or Expiation in the event of an ongoing problem.
- 8.7.3 Keep the complainant advised of progress.

8.8 Bark Counting Collar

- 8.8.1 If an owner is unwilling to accept that there is a problem, suggest the use of a bark counting collar. Proceed in accordance with Attachment D Guidelines for Using Bark Counting Collars

8.9 Resolution

- 8.9.1 If barking ceases after a short period advise the complainant and the dog owner by letter that no further action will be taken at this time.
- 8.9.2 Note actions and close the file.
- 8.9.3 If the barking continues, prepare a report for the Registrar of Dogs. Proceed using Expiating Offences Procedure or Destruction and Control Orders Procedure.

8.10 Best Practice Notes

Assist neighbours to approach owners by way of a printed note which can be left anonymously (or otherwise) in letterbox

9.0 STAFF RESPONSIBILITIES

- 5.1 General Inspector's are responsible to ensure that the provisions of this policy are adhered to.

10.0 AUDITS

- 10.1 Not applicable

SECTION C

11.0 FORMS AND ATTACHMENTS

- 11.1 Definitions of - Owner of Dog and Person Responsible for control of Dog - *Attachment A - FORA1547*
- 11.2 Barking Dog Complaint Form - *Attachment B - FORD0011*
- 11.3 No Further Action Letter - *Attachment C - FORA1549*
- 11.4 Guidelines for Using Bark Counting Collars - *Attachment D - FORA1546*
- 11.5 Procedure Flow Chart - *Attachment E - FORA1593*



Definitions
Section 5 & 6 of the *Dog & Cat Management Act 1995*

Part 1 - Section 5 - Owner of Dog

- (1) In proceedings for an offence against this Act, if it appears from a register under this Act or a corresponding law that a dog was registered at or before the time of the alleged offence, the person in whose name the dog was last registered in that register will be taken to have owned the dog at the time of the alleged offence unless it is proved that the dog was subsequently (but before that time) registered in the name of another person in another register under this Act or a corresponding law.
- (2) In proceedings for an offence against this Act, if a Dog (whether registered or unregistered) is shown to have been habitually in the apparent ownership of a person, that person will, in the absence of proof to the contrary, be taken to have owned and to continue to own the dog.

Part 1 - Section 6 - Person responsible for control of dog

- (1) For the purposes of this Act, a person is responsible for the control of a dog while the person has possession or control of the dog.
- (2) In proceedings for an offence against this Act, if it is proved that immediately before the alleged offence the dog was in company with or had been seen continuously and closely following a person, the person will, in the absence of proof to the contrary, be taken to have had possession or control of the dog at the time of the alleged offence.
- (3) In proceedings for an offence against this Act, an occupier of premises in which a dog was kept or permitted to live at the time of the alleged offence will be taken to have had possession or control of the dog at that time unless it is proved that another person of or over 16 years of age had possession or control of the dog at that time.

Barking Dog Complaint Sheet



Name of Complainant: _____
(Mr/Mrs/Ms) (First Name) (Last Name)

Address of Complainant: _____
(Unit/House No.) (Street) (Suburb & Postcode)

Telephone No.: _____
(Business) (Home)

(Mobile)

Name of Dog Owner: _____

Address of Dog Owner: _____

Name of Dog(s): (if known) _____

Description of Dog(s): Colour: _____ Breed: _____
Sex: _____

I agree:

- 1. To give full information to the Council as to this matter, and*
- 2. To appear in Court and give evidence as a witness to the truth of this complaint.*

Signed: _____ **Date:** _____

Witness: _____ **Date:** _____

Justice of Peace

Directions for completing the attached Barking Complaint Record Sheet

Note: Sheets must be completed for a period of 14 consecutive days

- Step 1 Enter the date when barking occurred (Column A)
- Step 2 Enter the time when barking commenced (Column B)
- Step 3 Enter the time that barking ceased (Column C)
- Step 4 Enter **type** of bark (Column D):
- Howl
 - Whine/cry
 - Bark - intermittent (4-5 x 1 minute)
 - Barking – repetitive (more than 10 x 1 minute)
- Step 5 Sheets **must** be completed for a period of **14 consecutive days**
- Step 6 Please sign the sheet **before** returning it to Council

The following information will assist us in trying to resolve the noise nuisance.

Please complete along with Barking Record sheet and return

1. Have you approached the dog owner to discuss the problem? Yes No

What action did they take? _____

If no, why not? _____

2. Barking occurs: Once twice several times per day

3. Dog barks regularly during the: Day: morning noon dusk
Night: early evening late evening

4. Barking may last for: _____ minutes _____ hours

5. Barking increases when: Owners leave property Owners are home
 Other: _____

6. Dog is barking at:
 People passing property
 Dogs passing property Postman
 Neighbours/dog/cat/children
 Nothing
 Other: _____

7. Dog is barking at the:
 Front
 Back
 Side of fence line
 Other: _____

8. When dog barks it will:
 Run along fence front back side
 Sit or stand in one spot
 Other: _____

9. If more than one dog involved: Does one dog bark more than the other? Yes No
Barking increases when playing/fighting? Yes No

10. Other relevant information: _____

Have You Got A Dog Noise Problem?



What can we do to help you?

The Dog and Cat Management Act says that Council may take action against a dog owner if their dog persistently interferes with your peace and harmony.

Convincing a dog owner to change his or her pet's habits is not easy, and the more information we have the easier it is to help you.

Sometimes all that is required is for someone from Council to talk to the dog owner about the problem, but we need your help to ensure we can give the dog owner as much information about the problem barking as possible.

Nuisance barking complaints are difficult to deal with for a number of reasons:

- Each individual person will have a different view as to what is a noise nuisance. This will vary from the location of the dog to the complainant, noise tolerance level of the complainant and the type and length of barking.
- Information supplied by the complainant is based on personal recollection of how the barking affects that individual.

Nuisance barking can be defined as:

A dog that:

- regularly barks at every person or dog passing the property or using part of the street, with barking continuing for a period of time;
- regularly barks, howls or whines for periods in excess of 10 minutes when the owners are absent or ignoring the dog;
- aggressively rushes, jumps, barks or growls at the fences;
- regularly barks during the night;
- regularly barks at the neighbours;
- barks excessively for no apparent reason.

In certain situations the complainant's actions can worsen the dog's barking. This can be caused by:

- verbally abusing the dog in an aggressive manner;
- hitting the dog or the fence;
- hosing or throwing objects at the dog;
- teasing the dog through the fence (by children or neighbour);
- a cat entering the dog's property or walking along the fence line.

The complainant should consider doing everything within their power to ensure that they or something/someone within their control is not the cause of the nuisance barking.

It is important that the dog noise issue is not due to hostility between two neighbours, a neighbourhood dispute or dislike of the neighbour. The barking nuisance should be considered in isolation of all other matters and not used as a form of revenge or retaliation against a neighbour.

Essential Steps for Council to Proceed:

The accuracy of information relating to the reason, time, date and duration of barking is crucial if the matter finally needs to go to court. If information collected is not accurate or legitimate, legal action may be lost. Video or audio taping of a dog is usually not admissible in court.

Correct identification and location of the dog barking is essential. Noise can and will travel in different directions. Ensure the location of the barking dog is correct. Sometimes complainants make the mistake of accusing a dog for nuisance barking when it is really another dog causing the problem.

To help you, please find enclosed a barking complaint sheet which you are required to fill in when the barking occurs. Do not try to remember at the end of each day or night as this will lead to mistakes in the accuracy of the diary. You must remember that the diary is a legal document that could become evidence in court, as such, be sure to complete the entry correctly.

Guideline for completing the Nuisance Dog Diary are printed on it.

Unless the diary and cover are completed *and* signed and the statement section completed and signed, we *may not* proceed further with any investigations or action.

Additionally, for any formal action to be undertaken, it is helpful if the complaint is substantiated by another adjoining or nearby resident who is experiencing the same problem. Once the diary is complete, the investigating officer will make enquiries in this regard. If the complaint cannot be substantiated, we may not take any formal action. This is because we need a minimum standard of evidence to prove a case to a court if needed.

So, What Happens From Here?

Once you have filled out the diaries, return them to Council.

If sufficient evidence is received, one of the animal management officer's will approach adjoining or nearby residents and the dog owner either in person, by letter or both. The dog owner will be advised that Council is investigating a complaint and advise them, if required, how to resolve the noise. We will also contact you at this point.

If the dog owner cooperates then things become a little easier. Depending upon the nature of the problem it may take some time to correct a habit of the dog. We will contact you again after about 14 days to see if the problem still exists (this allows time for behaviour correction).

What Happens If The Dog Owner Does Not Cooperate?

If the dog owner refuses to cooperate, the process becomes quite formal. Council has the power to issue expiations (fines) or serve an order (a legal document) on the dog owner to take reasonable steps to abate the noise. They then have 14 days to indicate their intentions. After this time we may also give you and other complainants further diary sheets to fill out during this period. It is very important that you do so as this may have to be produced as evidence later on. **If we do not receive all the diaries, or if they are not completed, we may not be able to proceed any further.**

Legal Action

If things have not improved, the Council will consider taking legal action. Legal action is not automatic and depends on our assessment of each case. Should court action be necessary, then you may need to appear in court as a witness.

If you do not wish to do this, then Council cannot proceed any further.

It may also take some time to obtain a hearing date at the court. During this period you must keep an up to date record of the noise and the effect it has on you.

Should court action be successful, then Council will ask that the court orders the dog owner to seek some special help (usually from a vet or other qualified person) to correct their pet's problem. We may ask the magistrate to order that specific controls be placed on the owner of the dog. Assuming the order is given and they comply with it, this should have the desired result.

If you have any problems in physically being able to complete this form, please advise the officers when you received these forms.

If you have any further questions please contact the Port Augusta City Council General Inspectors on either 0419 811 583 or 0419 808 558 during office hours



No Further Action Letter, Example 1

DATE

NAME
ADDRESS
ADDRESS

Dear NAME,

Alleged Nuisance Dog Complaint **LOCATION**

Your complaint to Council of a dog nuisance from your neighbour's premises has been investigated.

We appreciate you completing and returning your diary information to the Port Augusta City Council and the information you supplied will remain on file. Due to the times recorded in your diary and the fact that there have been no supporting complaints relating to the dog(s) at the property at this time, Council in this instance believes there is not enough evidence to warrant further investigation, as there would be little likelihood of obtaining a satisfactory result from further action under the Dog and Cat Management Act 1995.

I would like to point out that this does not limit or negate your civil rights to seek relief. For further advice, you may wish to contact one of the following:–

1. Your own solicitor
2. Southern Community Justice Service (Tel. 8384 5222)
3. Legal Services Commission of South Australia (Tel. 1300 366 424)

Should you require any further information please contact the Port Augusta City Council on 86419164 quoting reference number #####.

Yours sincerely

Kylie McKerlie/Wayne McKerlie
General Inspectorate



No Further Action Letter, Example 2

DATE

NAME
ADDRESS
ADDRESS

Dear NAME,

Alleged Nuisance Dog Complaint LOCATION

As a result of your barking dog complaint, Port Augusta City Council has undertaken investigations of the dog kept at the above address, and more specifically its barking behaviour. Those investigations have included a door knock of other neighbouring properties and random monitoring by Port Augusta City Council's General Inspectors.

Council's General Inspectors have also discussed this matter with the owner of the dog and advice has been provided as to the manner in which the dog's barking may be addressed. This advice was accepted and acted upon by the owner of the dog.

Following conversations with yourself and neighbours in the surrounding area I have determined that the dog no longer barks to excess. Accordingly, I advise that Council will be taking no further action in relation to this matter.

I would like to point out that this does not limit or negate your civil rights to seek relief. For further advice, you may wish to contact one of the following:–

1. Your own solicitor
2. Southern Community Justice Service (Tel. 8384 5222)
3. Legal Services Commission of South Australia (Tel. 1300 366 424)

If we do not hear from you by [TWO WEEKS], Port Augusta City Council will accept that the problem has been resolved and no further action will be taken in relation to the complaint.

Should you require any further information please contact the Port Augusta City Council on 86419164 quoting reference number #####.

Thank you

Kylie McKerlie/Wayne McKerlie
General Inspectorate



Guidelines for Using Bark Counting Collar (With co operation of the owner)

The bark counting collar (BCC) is of particular benefit in establishing whether a barking nuisance exists and determining the extent of any barking problem. Examples of instances where the bark counting collar could be used with the co operation of the owner include:

- Where the alleged barking is occurring when the owner is not home and the owner is not aware of the extent of the barking
- Where there is some doubt about which dog is barking
- Where there is some indication of a neighbour dispute
- Where the owner denies that there dog barks

In all of these instances the BCC can demonstrate whether an individual dog is barking and the extent of the barking by that dog. The barking is recorded by the device mounted on the dog collar and when connected to the software provided will provide a spreadsheet which will illustrate barks per hour for up to ten days.

The following guidelines are for instances where the owner is willing to co operate with the use of the BCC. Upon establishing that the BCC can be of assistance in the investigation of a dog barking complaint the following steps should be followed:

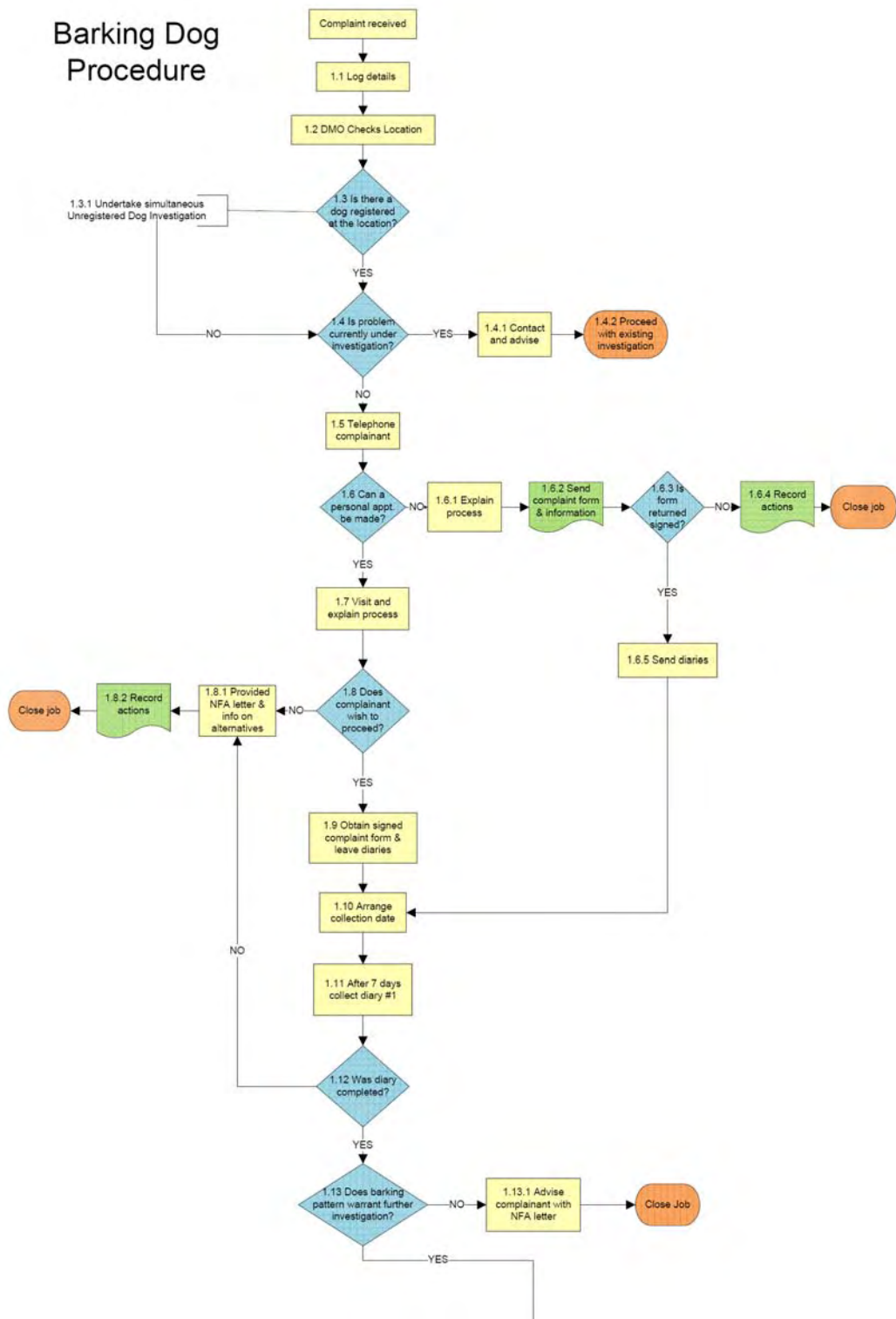
1. Ascertain that a BCC is available
2. Contact the dog owner and arrange a suitable time to meet with the owner and attach the BCC to the dog.
3. Take a BCC, spare battery, computer interface device, and a laptop (ensure you have an experienced driver of the lap top if you are unsure) It is preferred that two Rangers attend this meeting.
4. Upon meeting the owners demonstrate the device by;
 - a. Clear the BCC by removing the battery and inserting a new battery
 - b. Connect the BCC to the computer and show the empty spreadsheet
 - c. Place the BCC on the dog and have the owners make the dog bark - if you are unable to get the dog to bark demonstrate the device by blowing across the sensor.
 - d. Re connect the collar to the computer and show the recorded barks
 - e. Clear the BCC by removing the battery (show empty spreadsheet again) then place the collar on the dog.
5. If there is suspicion that the dog owner may interfere with the device use the collars with the eyelets provided and seal the collar on the dog using the numbered plastic tags.
6. Arrange a time to return (within 10 days) to collect the BCC (ensure that the span of time that the dog wears the collar covers alleged problem times)
7. Record all required details on BCC log sheet.
8. During the time that the BCC is being used have complainant and/or neighbours keep diaries and/or monitor the property yourself to monitor barking.
9. When collecting the BCC (two Rangers present);
 - a. With the owner present remove BCC from the dog connect to the laptop and show the owner the recorded barking in the spreadsheet
 - b. Save the spreadsheet
 - c. If the barking trend or (lack of one) is obvious show this to the owner and discuss corrective action if required.
 - d. If there is any doubt about the results advise the dog owner that you will return to the office and speak to the Registrar of Dogs

Owner		Contact number/s		
Address		Suburb		
Dog Details		Dog Name		Dog Ref Number

Date Installed		Time Installed		Ranger/s	
Info sighted by owner	YES / NO				
Date Removed		Time Removed		Ranger/s	

Comments : _____

BARKING DOG PROCEDURE FLOW CHART



The **criteria** which must be met to sustain a claim is that a dog “creates a noise, by barking or otherwise, which persistently occurs or continues to such a degree or extent that it unreasonably interferes with the peace, comfort or convenience of a person”.

The **nature of complaints** about barking dogs is such that they can be extremely protracted and difficult to resolve. This procedure provides steps to ensure a fair and transparent assessment of each complaint. However, the details of each will differ, and AMOs will also need to use their professional judgement against the evidence in concluding them.

- 1.1 Obtain the name, address and contact details of the person making the complaint, along with the location of the dog in question.

Advise that, given the nature of the legislation, Council must receive a signed written complaint before commencing a noise nuisance investigation. Advise the caller that the name of the complainant will not be divulged to the dog owner unless there is a request under the Freedom of Information Act 1991.

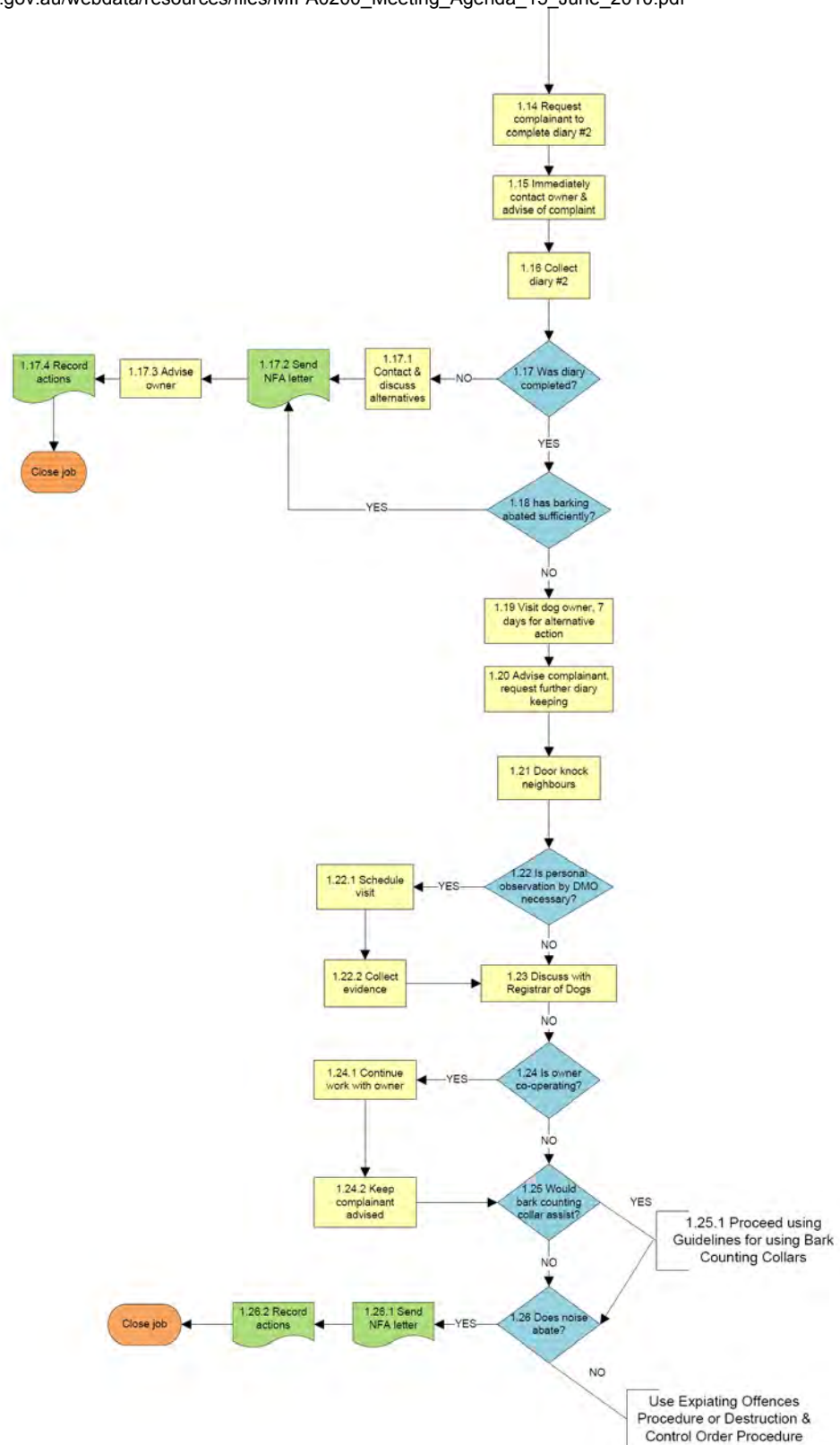
Advise that a Dog Management Officer will make telephone contact shortly.

- 1.3.1 Investigation of an unregistered dog should not delay contacting the complainant
- 1.4.2 If a second person is complaining about a dog at the same location, this should be treated as part of an ongoing action, not a new complaint.
- 1.6 Wherever possible, a personal appointment with the person making the complaint is the preferred option for obtaining a written complaint. Arrange a time to visit.
 - 1.6.1 If it is impractical to visit the complainant, explain as much as possible during the telephone contact.
 - 1.6.2 Send Application for the abatement of a barking dog along with written explanations of the process which will follow
- 1.7 Provide a comprehensive explanation of the process required to meet the criteria of Section 45A(5), such as the need for accurate diarising of noise for at least 2 weeks, corroboration by other neighbours and willingness to attend court as a witness.

Discuss other possible options such as a personal approach to the dog owner or mediation.

Use this meeting to observe the dog in question from the complainant's property, assess any indication of a “neighbour dispute” and elicit any potential solutions.

- 1.8 On receipt of a written complaint, commence a dog barking file.



- 1.15 Contact the owner immediately. Advise about the complaint, the noise pattern and the ongoing investigation. Provide Barking Solutions Booklet and any suggestions for abatement and request immediate action.
- 1.19 If there is evidence of a significant issue, attend the property of the dog owner. Advise that the pattern of noise has continued and that alternative action to address the problem is required within 7 days.
- 1.20 Advise the complainant of actions to date, the efforts of the dog owner and request continued diary notations.
- 1.21 Doorknock the adjacent neighbours. Seek to corroborate whether the dog barks, irrespective of whether it creates a problem for them.
- 1.22 If the responses from neighbours are contradictory, schedule times for DMOs to monitor the situation in person.
- 1.23 Compare data collected from all sources and discuss with Registrar of Dogs.
- 1.24.1 If a pattern is evident and the owner is willing to cooperate, attempt to resolve the issue with them.

Warn the dog owner of the possibility of a Barking Dog Order, prosecution or Expiation in the event of an ongoing problem.