

Nearly all dogs bark. It is a natural response to many factors in a dog's environment, but excessive barking may become a real neighbourhood nuisance. It may greatly reduce the quality of life of neighbours by disrupting sleep and interfering with daily activities.

Council understands the value of enjoying a peaceful neighbourhood and appreciates that resolving noise nuisance complaints can sometimes be confronting or difficult. The information provided below is to assist in understanding the roles of the aggrieved party, Council and the dog owner.

My neighbour's dog barks, what can I do as the aggrieved party?

Talk to your neighbour as they may not be aware that their dog is barking or that their dog's barking is bothering you. If the barking persists after a week or two, speak with your neighbour again to provide feedback.

If your neighbour is unapproachable, or does not agree that a problem exists, you should contact Council for further advice or contact the Dispute Resolution Centre for a free mediation service to work through the issue. Information on this service can be located through <http://www.justice.qld.gov.au/justice-services/dispute-resolution/mediation>

How do I lodge a complaint with Council?

Contact Council and advise them that you want to lodge a complaint regarding barking dogs. You will need to provide Council with the correct address of where the dog is kept, a description of the dog, a detailed list of dates, times and possible causes for the dog's barking, and how the barking is affecting you. This information will assist us to carry out a fair and impartial investigation and may also help the animal's owner understand and resolve any problems that may be contributing to excessive barking.

Is my complaint going to be taken seriously?

Yes, however some barking may not constitute a noise nuisance under the local law. Council must be satisfied that the dog/s is in fact creating a nuisance by barking. If Council is unable to determine that a nuisance exists it is unable to take any further action.

What happens with my complaint?

In the first instance Council will contact the dog's owner and let them know that a complaint has been received. We will also provide the owner with information on why



dogs bark excessively and suggest ways in which this can possibly be resolved.

Give your neighbour time

You must understand that the dog owner needs time to fix the problem as there are no quick fixes to a barking problem. If however the excessive barking problem does not abate, Council needs to be advised so we can investigate the matter further.

Councils Process

Council's investigation process forms part of a legal process and as such it is necessary to obtain sufficient information/evidence to confirm the existence of a nuisance. It is also necessary that Council satisfies the requirements of relevant legislation and provides reasonable time and notice to the owner of the offending dog; therefore these matters are unlikely to be resolved quickly.

If Council is satisfied that a nuisance exists a notice may be served upon the keeper of the offending dog/s requiring them to abate the nuisance. Should the keeper of the dog fail to comply with the notice, Council may issue a fine; commence legal action or other action to resolve the matter. In the event that legal action is taken, all parties including the complainant and other witnesses may be asked to attend court to provide evidence.

For further information on this topic, please contact Council.

For more information, contact your local Council