



# Los Angeles Animal Services Wants to Hear from You!

## SERVICE FEEDBACK FORM

This form should be used to report compliments, comments or complaints regarding Department operations or employee conduct. Instructions are on page 2. You may save and fill out this form electronically, fill out a printed copy, or use the online version at [.laanimalservices.com](http://laanimalservices.com). Please print legibly if you fill in this form by hand.

Mail the form to:  
 Department of Animal Services  
 Attn: General Manager  
 221 N Figueroa Street, 5<sup>th</sup> Floor  
 Los Angeles, CA 90012

Please check one:     Compliment         Comment         Complaint

<b>Today's Date:</b>	<b>Your Name:</b>	<b>Your E-mail Address:</b>
<b>Street Address:</b>	<b>City, State, Zip:</b>	<b>Telephone with Area Code:</b>  <input type="checkbox"/> Cell <input type="checkbox"/> Home <input type="checkbox"/> Work
<b>Animal Care Center Location:</b> <input type="checkbox"/> East Valley <input type="checkbox"/> Harbor <input type="checkbox"/> North Central <input type="checkbox"/> South LA <input type="checkbox"/> West LA <input type="checkbox"/> West Valley <input type="checkbox"/> Other: _____	<b>Date and Time of Activity or Incident:</b>	<b>Names of Employees:</b>
<b>Animal Impound Number (if known):</b>  #A _____	<b>Names of Witnesses:</b>	<b>Your Signature:</b>
<b>Details of the Activity of Incident:</b> <i>Please give details, provide copies of any paperwork you received, veterinary records, etc. Use other side or attach additional pages, if necessary.</i>		

CITY OF LOS ANGELES  
Department of Animal Services

**Service Feedback Form Information Sheet**

Anyone who wants to report compliments, comments or complaints regarding Department operations or employee conduct should follow the procedures described below. Please provide full names and as much detail as possible.

You may receive feedback from the Department to answer a question, thank you for a suggestion, or follow up on a problem. However, in order to protect the privacy of our employees, we cannot report specifics of any disciplinary action resulting from a complaint.

**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 and supervisors.

**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." Check the appropriate box at the top of the form (i.e. Complaint).
3. Your complaint will be investigated and appropriate action will be taken if required. To ensure thorough investigation of your complaint, please include as much detail as possible, i.e. date, time, name and job title of employee(s), copies of any pertinent documents, etc.

**The completed "Service Feedback Form" should be mailed to:**

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

***THANK YOU FOR YOUR HELP IN  
MAKING OUR LOS ANGELES A MORE HUMANE LOS ANGELES***