Mediation and Denver Barking Dog Complaints

Barking Dog Complaint → Mediation explained as the ONLY next step in resolution process → 1) No anonymous complaints taken. 2) 311 provides AP’s and CMC’s webpage and CMC’s email to complainant, mediation next step. 3) AP sends barking letter with CMC’s 3x5 card or officer hand delivers, mediation next step. 4) Complainant and dog owner information forwarded to CMC, we contact within 36 hours.

Complainant(s) and Dog Owner agree to mediation → Mediation

Complainant refuses, Dog owner agrees → Complaint is recorded and no further action is taken. Next time they call, they will be sent to CMC for mediation.

Complainant agrees, Dog owner refuses → A future complaint may be initiated by one complainant who agreed to mediation; 1) Upon presentation of a copy of CMC’s close letter showing mediation was attempted in good faith and refused, and 2) agreed upon evidence* of a barking dog.

Future Barking, after mediated agreement → 1) Mediator will contact the parties and attempt to resolve the situation. Returning to mediation is an option. 3) If mediation is refused by complainant, this will be recorded by AP, and no further action. 4) If mediation is refused by dog owner, a future complaint may be initiated by one complainant who agreed to mediation; upon presentation of a copy of CMC’s close letter showing mediation was attempted in good faith, and agreed upon evidence* of a barking dog.

Contemplation of a Citation and Municipal Court → Mediation Appropriate? (generally not) → Fine is generally, $150 for first, $250-$500 for second and DJ

Agreement reached with specific actions → MOU will contain; Specific, measurable actions 30 and/or 60 day follow-up → Compliance Done! Considered resolved by AP

No Agreement → Complaint is recorded and no action is taken until next complaint. Upon second complaint -

Issues & Concerns Remain → Second mediation may be held, and/or Written summary from CMC to AP

**“Agreed upon evidence” will include; 1. Logs kept for a minimum of ten days, indicating when the dog barked, the duration and any other circumstances, 2. Sound or video recordings are helpful as long as the taking of the recording is not agitating the dog, and 3. Collaboration from another neighbor.**