

I005715

Complaint Reference No.

INSPECTOR NOTE

Building: KLEINBERG ACCOMODATION CONTRACTORS
Street: R27
Suburb: LANGEBAAN
Postal Code:
Date: 2026-06-15
Time: 10:37
Inspector: LOUISE VAN ZYL

Type: CASE DISCUSSION NOTE

Follow-Up Date:

Comments: Dear Ms Rae,

Thank you for taking the time to report your concerns regarding Mona Lisa. We appreciate your compassion and willingness to bring this matter to our attention.

For future reference, we kindly request that welfare concerns and emergencies be reported directly to our emergency number on 082 414 7153. This allows us to respond to matters more quickly, as our social media platforms are not monitored as frequently as our emergency line. Reporting incidents directly to the emergency number helps ensure that animals receive assistance as soon as possible.

Please note that an SPCA Inspector will investigate the matter within 24 hours. We aim to provide complainants with feedback within 7 days of the complaint being received.

We would also like to assure you that all complaints are treated as confidential, and we do not disclose the identity of complainants. However, while we take every precaution to protect your anonymity, there may be instances where those involved draw their own conclusions regarding who reported the matter. From our side, we are not permitted to reveal the identity of a complainant.

Thank you once again for bringing this matter to our attention.

Kind regards,

Swartland and West Coast SPCA
LOUISE VAN ZYL 2026-06-15 10:37

Captured By: