



CRUELTY COMPLAINT FORM AND INSPECTOR'S REPORT

DFD014261

Complaint No.

DATE OF COMPLAINT: 12 April 2023 TIME: _____

COMPLAINANT DETAILS:

NAME & SURNAME: Rush Rautenbach

ADDRESS: _____

E-MAIL: _____ TEL: _____ CELL: _____

ADDRESS OF PREMISES / PERSON TO BE INVESTIGATED:

NAME & SURNAME: _____

ADDRESS: Predator Zoological Gardens

E-MAIL: _____ TEL: _____ CELL: _____

NATURE OF COMPLAINT:

Zoo animals need welfare check.

Complainant notified:	Date:	Time:
Telephonically	E-mail	In person

INVESTIGATION REPORT

DATE: _____ TIME: _____ WARNING No _____

Access granted by: Tracy Rehse

List animals seen: Squirrels

Gophers

Hippo

Tiger

Chickens

Rabbits

Ground Squirrel

Lesser Prairie Dog

Concerns	Yes	No
Water available	✓	
Adequate shelter available	✓	
Adequate space available	✓	
Clean living environment	✓	
Animal/s chained / tethered / caged		✓
Animal/s in good condition	✓	
Veterinary problems / health concerns	✓	✓

Note: Any concerns noted in this table must be explained in detail in the Inspector's report.

Report/Findings:

See attachments.

Action taken: (i.e. warning, education, seize, etc)

INSPECTOR: Mpho Lebede

SIGNATURE: _____

FOLLOW-UP INSPECTION

DATE: _____

TIME: _____

WARNING No _____

Access granted by: _____***List animals seen:*** _____

Concerns	Yes	No
Water available		
Adequate shelter available		
Adequate space available		
Clean living environment		
Animal/s chained / tethered / caged		
Animal/s in good condition		
Veterinary problems / health concerns		
Note: Any concerns noted in this table must be explained in detail in the Inspector's report.		

Report/Findings: _____

_____***Action taken:*** (i.e. warning, education, seize, etc) _____

INSPECTOR: _____

SIGNATURE: _____

FOLLOW-UP INSPECTION

DATE: _____

TIME: _____

WARNING No _____

Access granted by: _____***List animals seen:*** _____

Concerns	Yes	No
Water available		
Adequate shelter available		
Adequate space available		
Clean living environment		
Animal/s chained / tethered / caged		
Animal/s in good condition		
Veterinary problems / health concerns		
Note: Any concerns noted in this table must be explained in detail in the Inspector's report.		

Report/Findings: _____

_____***Action taken:*** (i.e. warning, education, seize, etc) _____

INSPECTOR: _____

SIGNATURE: _____

Outcome of case:

No welfare concerns - NFA	Owner complied - NFA	Animal/s confiscated
Animal/s signed over	Animal/s given away	Owner moved
Charges laid	SAPS CAS No.	OB No.
If referred, to who?		Date & time:

Inspector Controller - SPCA Tshwane

From: Inspector Controller - SPCA Tshwane
Sent: 13 April 2023 03:08 PM
To: Inspector Controller - SPCA Tshwane
Subject: ZOO



From: R Rautenbach <rushrautenbach@gmail.com>
Sent: Friday, April 7, 2023 2:32 PM
To: Andrew Kekana <Andrew@spcapta.org.za>
Cc: Inspector Controller - SPCA Tshwane <Inspectorcontroller@spcapta.org.za>; Inspectors - SPCA Tshwane <inspectors@spcapta.org.za>
Subject: RE: Cape Ground Squirrel

Good day

Thank you for your response. Same is highly appreciated.

My wife confirms that the older tiger appeared to be in pain whilst walking from the water trough to go and lie in the shade and had his mouth open the whole time with his tongue basically out.

The rabbit enclosure was smelling terrible just by walking past.

The Hippo enclosure appeared to look if the water level was low as the larger hippo was under but back exposed to the sun while the smaller was just fully submerged. I can just say this is what it looked like.

Due to the state we did not visit all the enclosures so we cannot comment on other enclosures and animals.

We have noticed that a majority of the enclosures are empty. Does this mean that a majority of the animals are no longer there or have passed away.

I'm not sure when last the inspectors were there to perhaps examine all the animals, but what I can say in the past 3 years it has changed, and there are less animals.

As you are aware I was trying to adopt the ground squirrel through the zoo programme to ensure that they were being cared for but have not received any feedback from the zoo and CEO. To be honest I would take the ground squirrel, I saw, and look after it by me then at least I know it will be well cared for.

I further herewith provide some quotes from sites from people I have found, and I request that they be read, to give an indication of what I have mentioned:

"What a disappointment, I wanted to join the friends of pretoria zoo but most of the animals are gone and enclosures empty and gone to ruin, the animals left look sickly, stressed out or just plain depressed, this used to be my favourite zoo, now it is the most depressing one I have ever been to. Needs lots of TLC and serious attention to animal care and safety, the cheetah could easily get to any visitor as the only thing separating it from us is a 2m wall and 700H fence... Luckily it has the mindset of an animal that can't escape or the zoo would definitely have had some lawsuits on their hands. Rather go to Lory park or Joburg zoo, Pretoria zoo is not worth the price anymore and does not look like they care about the animals or educational value it used to provide." 6 April 2023

"Horrible experience and very disappointed. Pretoria zoo went down the drain and grossly neglected. Lots of empty cages and seems no maintenance done at all for ages. Cages look horrible and no effort done to clean and tidy them. Really sad and will not visit the zoo again. Waste of money and time" 7 April 2023

"Honestly very disappointed. It is so sad to see how the zoo went down ! It's really sad , I am so upset to see the state of many animals there and how they look and their environment! They really need to go and help the zoo ! Honestly it's horrible . The sea horse looked half dead , the fishes looked in bad condition and a lot of the birds are hurt ? The cats looked distressed with the loud music today ! I mean how can you have a music concert with animals that hear way better than us ! That's honestly wrong ! Most of the animals are gone and the cages look horrible" 4 days ago

"Very Disappointed. Not maintained, and no animal's. You go there just to walk. 😞 This was my favorite zoo but I will rather walk in the bush because it means the same thing. They must move the remainder of the animals to Jhb zoo. The only nice part was the marine and reptile creatures. There is not enough pictures because there was nothing nice to capture." 5 days ago

"90% of the animals had no water ... habits of certain animals weren't didn't even have a shelter was very disappointed in the upkeep of the enclosures" 5 days ago

"It was the most horrible experience in My life! Most of the animals don't have water. There were some of the staff , we talk to them and told them about the animals with out water they start laughing and told us the director don't care. and that there were many more problem people don't know of. Most of the cages are empty and falling apart. Water leaks everywhere. Big party next to the hippo pen The staff say they know the animals isn't happy at all, and you can see it. I will recommend that aspca and inspection must be done there.." " a week ago

"Won't go there again. It's a party place not a safe haven for the animals. Dirty and just bad bad" a week ago

"Most of the cages at the Zoo had no animal's ... some stuff are rude especially. those who issue golf cart when you book.... A lot of fun games machine for kid's where not working.... the service there at the zoo is downgraded slowly..... hopefully they improve" 3 weeks ago

"Very disappointed in our visit to the Pretoria Zoo on the 2nd of March, we were so excited to visit the zoo with our little ones but was so disappointed, when we arrived at first we were standing in front of a closed gate when the park was already open, when we got inside the lady helped us swiftly and they took photos which we could've decided if we want it or not when we leave the park. When we entered the park we were welcomed with beautiful greenery and the Flamingo's but as we got deeper into the park it was sad to see the state the cages of the animals were in, then most of the cages were empty, the Koala enclosure was closed, the reptile park was closed, the penguins are gone, the crocodiles.. it's really sad to see that a once well maintained park is in this state.. and they don't inform you at the entrance that you might not see all the animals etc.. i felt bad for the animals that are in the park when we left as I'm thinking they're being neglected because one of the Llamas has a huge hole on his back and we felt so sorry for him. There was also a guy with a lawnmower moving everywhere we went, and if we stopped he would start cutting the grass that is so overgrown, but wouldn't finish the spot because as we left he also started walking again

when we stop he starts mowing again, and we actually went back to the spots he was at and he didn't finished he left it everytime we left.. it's really sad as it's overgrown and filthy.. and felt like they trying to keep up a front just to "show" they working but they are most certainly not. We went to the Flamingo shop and the lady who helped us was so rude, and most certainly wasn't in the mood to help us at all. The cable cars wasn't working and in a horrible state, the kids ride on train wasn't working, the kids rides wasn't working and even some of the picnic areas along side the river was so filthy with litter not to even mention the river itself was full of litter! Very dissapointed, what happened to the Zoo?? When we left the lady asked if we wanted to buy the photos at R250 with a booklet which have all the animals we saw, inside the booklet it's insane that they asking that amount for 2 photo's and we didn't even see all of those animals they displaying in the booklet. Please do something about the cages and the state they are in Pretoria Zoo and please look after the animals!" a month ago

"Can't believe how they have let this place go down. Considering that it's in the country's capital and the national zoo, it's a travesty how run down it has become. No maintenance of the grounds, overgrown grass, buildings have paint peeling off, the animal enclosures look like they haven't been maintained in years." 3 months ago

"Place is run down, no real care for the animals and their needs." 3 months ago

"I'm giving the Zoo a low star rating because I've been there before and the Zoo is in a worse condition and I was with my new bride. Would never recommend this Zoo to anyone: The cable cart isn't working neither has it been repaired for over 3 years. They don't provide a map, information sheet and feeding times of the animals. So many enclosures were empty with no animals including the cheetah, penguins, bear, koala, the Australian Wallaby neither are there any information provided. The signage boards still look like they from the early 1990s with no upgrades, nor are there information boards for the animals on there enclosures. A lot of the animals looked depressed and there cages looked untidy, dirty and unkempt which is deplorable and shows to lack of concern for these precious animals. Also, there was an event with loud music at the Zoo which is cruel to the animals that are enclosed because it makes them fearful. Very cruel and pathetic from management. The Zoo should be closed down because management is neither able to keep patrons happy nor maintain the animals. Truly, disgusting!" 4 months ago

"The Pretoria Zoo has really lost its gem. One was the best tourist attraction has now turned bad. No feeding at proper time. No animals its a sad site
Wish it improves" 5 months ago

"Pretoria Zoo is not what it used to be. The Elephant looks old and malnourished, the Rhinoceros don't have horns. It was quiet traumatizing to mention the least" 5 months ago

"The park looks in need of TLC. Crocodile pond has filthy water. Gorillas : no water. Empty pools. Papers and litter everywhere. Heartbreaking ❤️. Cable car not working. Train not working. Lots of staff - to no effect." 5 months ago

"The zoo is extremely dirty & majority of the animals are old & always sleeping looks like no one cares anymore their water is so dirty & smelling the yard is full of leaves no one is cleaning the entire place it was a total waste of money I regret going there what a waste my kids didn't even enjoy" 6 months ago

"Yhoo don't know where to start...was very dissapointed with how PTA Zoo was. The animals looked sick. The one hippo was bleeding." 7 months ago

"I was so disappointed to see the zoo this week. Already drunk people were streaming in with alcohol clearly visible to security guards, who were completely dismissive when we said something about it. Drunk people were throwing rocks at the giraffes and poking sticks at the monkeys, and there wasn't a staff member to be seen to report this to. Toilets were beyond disgusting. Restaurant and kiosks were closed (or out for lunch, during lunch hour when everyone was starving). I used to love going to the Pretoria zoo, but it won't see me again quickly" 8 months ago

"Not worth the price, River is polluted and smelly, toilets are not cleaned or maintained, many empty enclosures. Turtle laying dead in its enclosure" 9 months ago

"Lack of animals. Poorly managed. Dirty not enough bins. Dead crocodile" 10 months ago

I thank you in advance.

Kind regards
R Rautenbach

Sent from Mail for Windows

From: Andrew Kekana
Sent: Wednesday, 05 April 2023 15:49
To: R Rautenbach
Cc: Inspector Controller - SPCA Tshwane; Inspectors - SPCA Tshwane
Subject: RE: Cape Ground Squirrel

Good day

Apology for the late response, your complaint has been assigned to the inspectors and it is given the necessary attention. If you have more specific information on specific animals please advise us on that.

Kind regards,
Andrew L Kekana
Tshwane SPCA Manager
012 803 5219 (T)
012 803 5775 (F)
083 286 1837 (M)
manager@spcapta.org.za
www.spcapta.org.za
Facebook: Tshwane SPCA
& AdoptionsTshwane SPCA

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To subscribe to our newsletter please email newsletter@spcapta.org.za

Link to Sponsor a Kennel <https://spcapta.org.za/product/sponsor-a-kennel/>



From: R Rautenbach <rushrautenbach@gmail.com>
Sent: Monday, April 3, 2023 7:47 PM
To: Andrew Kekana <Andrew@spcapta.org.za>
Cc: Inspector Controller - SPCA Tshwane <Inspectorcontroller@spcapta.org.za>; Inspectors - SPCA Tshwane <inspectors@spcapta.org.za>
Subject: RE: Cape Ground Squirrel

Good evening

I refer to the abovementioned matter as well as your correspondence herewith below and thank you therefore.

My request for assistance is not on the basis of the adoption program but merely pointing to the fact that some animals may in fact be neglected and/or not cared for.

I further understand that the inspectors of SPCA may make unannounced inspections at the zoo.

The animal we saw did not look well nourished, their water was dirty.

Further to that we noticed that the older tiger is struggling with the terrain especially with his back legs.

Please may you indicate when next the inspectors are able to effect an inspection at the zoo.

I have sent numerous requests to the zoo yet no one including the CEO is responding.

I kindly await your response.

Kind regards
R Rautenbach

Sent from Mail for Windows

From: Andrew Kekana
Sent: Thursday, 30 March 2023 14:43
To: rushrautenbach@gmail.com
Cc: Inspector Controller - SPCA Tshwane; Inspectors - SPCA Tshwane
Subject: RE: Cape Ground Squirrel

Good day Rush

Your mail has been noted and perused and we have noted that you were engaging National Zoological Gardens, please note that they are in a better position to respond on your concerns and action accordingly. Regrettably Tshwane SPCA is limited in any decision making and day to day procedures of the Zoological Gardens further more may you please engage them on your request.

Have a good day

Andrew L Kekana
Tshwane SPCA Manager
012 803 5219 (T)
012 803 5775 (F)
083 286 1837 (M)
manager@spcapta.org.za
www.spcapta.org.za
Facebook: Tshwane SPCA
& AdoptionsTshwane SPCA

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To subscribe to our newsletter please email newsletter@spcapta.org.za

Link to Sponsor a Kennel <https://spcapta.org.za/product/sponsor-a-kennel/>



From: Rush Rautenbach <rushrautenbach@gmail.com>

Sent: Wednesday, 29 March 2023 20:19 pm

To: Admin - SPCA Tshwane <admin@spcapta.org.za>

Subject: Fwd: Cape Ground Squirrel

Good day

I refer to the above and below trailing mails.

I was wondering if you could possibly assist me.

I have made numerous attempts to get a response but to no avail.

I have further attempted telephonic calls but get informed to write to the email addresses which I have done.

I am of the view that the animals may be neglected.

I kindly await your guidance on this matter.

Kind regards
R Rautenbach

----- Forwarded message -----

From: Rush Rautenbach <rushrautenbach@gmail.com>

Date: Tue, 28 Mar 2023, 06:51

Subject: Re: Cape Ground Squirrel

To: <a.naidoo@sanbi.org.za>

Cc: <infonzg@sanbi.org.za>

Good day

I refer to the above matter as well as my unanswered correspondences herewith below.

The lack of response and lack of assistance with information on the possible adoption clearly indicates that there is no interest from your part which leads a reasonable person to believe that neglect exists.

This is utterly unacceptable and I urgently request a response.

Regards
R Rautenbach

On Fri, 24 Mar 2023, 14:58 Rush Rautenbach, <rushrautenbach@gmail.com> wrote:

Good day

Please may you assist with the below.

----- Forwarded message -----

From: **Rush Rautenbach** <rushrautenbach@gmail.com>

Date: Fri, 24 Mar 2023, 07:32

Subject: Fwd: Cape Ground Squirrel

To: <infonzg@sanbi.org.za>

Cc: <safeguards@sanbi.org.za>, <sanbi@behonest.co.za>

Good day

I refer to the above mentioned subject line matter as well as my unanswered correspondences herewith below.

Being unresponsive is unacceptable.

I urgently request a response.

Kind regards

R Rautenbach

----- Forwarded message -----

From: **Rush Rautenbach** <rushrautenbach@gmail.com>

Date: Mon, 20 Mar 2023, 20:17

Subject: Re: Cape Ground Squirrel

To: <infonzg@sanbi.org.za>

Good day

I refer to my previous email herewith.

I kindly await your response.

Kind regards

R Rautenbach

On Sat, 18 Mar 2023, 19:07 Reynier Rautenbach, <rushrautenbach@gmail.com> wrote:

Good day

I refer to the above mentioned matter.

My family and I attended the Pretoria Zoo on 18 March 2023 being the date on which this email is being addressed to yourselves.

We would like to find out about the following about the Cape Ground Squirrels, for instance:

1. How many are there;
2. Are they being well cared for as the one we saw looked thin and appeared hungry;
3. What would the amount be to adopt them and to ensure that they are cared for; and
4. What are the funds from the adoption being used for exactly.

In respect of adoption I have the following questions:

1. What would the amount be to adopt them and to ensure that they are cared for; and
2. What are the funds from the adoption being used for exactly;
3. Are the adoptions amounts for a year or must it be continuous; and
4. What else is included in the adoption package.

Please provide any other further information on the adoption procedure and how to complete the form adequately.

I further would like to see an improvement with their enclosure.

To be honest the Zoo looks to be on a downward movement compared to our previous visit, and we certainly hope that it will no longer be like that.

I kindly await your response.

Kind regards

R Rautenbach

Sent from Mail for Windows

SANBI

Biodiversity for Life

South African National Biodiversity Institute



National Zoological Gardens.
Centre For Wildlife Health.
232 Boom str.
Pretoria.

Veterinary Report.

Lolo: Bengal Tiger

ID: 912713
00-066C-92D

Age: 01/01/2005 / 18 Years 3 Months 23 Days

Lolo is a Bengal Tiger male whom is exhibiting intermittent ataxia due to age- and season-related arthritis. He is exceptionally old, but still in excellent body condition, and still relishing his career in the Zoological Gardens.

We commenced treating him with daily dosages of Rimadyl® (*Carprofen*)(3 mg/kg) hidden in his daily meat ration.

Lolo has not been physically examined during the past three years as there was no indication to do so.

He is in a 5/5 body condition with a beautiful skin.

His general demeanour makes it impossible to consider euthanasia.

Dr Dewald Keet (BVSc., M.Med.Vet. Wildlife Diseases)
SAVC S98/0110

24th of April 2023.

Inspector Controller - SPCA Tshwane

From: NSPCA Liaison Unit <liaison8@nspca.co.za>
Sent: 03 May 2023 11:21 AM
To: Andrew Kekana; Inspector Controller - SPCA Tshwane; Inspectors - SPCA Tshwane; Inspectors - SPCA Tshwane; Inspectors - SPCA Tshwane; Inspectors - SPCA Tshwane; Chairperson SPCA Tshwane
Cc: NSPCA Wildlife Protection Unit; NSPCA Wildlife Protection Unit; NSPCA Wildlife Protection Unit; NSPCA Wildlife Protection Unit; NSPCA Wildlife Protection Unit; NSPCA Liaison Unit Inspector GAU
Subject: FW: National Zoo
Attachments: Lolo Veterinary Report 24 April 2023.docx on Letter Head.pdf

Dear Colleague's,

We trust this email finds you well.

Please refer to the attached and below email communication from The Wildlife Protection Unit.

Kind regards,

Latoya Adams
Assistant Administrator
Society Liaison Unit



National Council
of SPCAs

NATIONAL COUNCIL OF SPCAs – NSPCA

Tel: +27 11 907 3590/1/2/3
Fax: +27 11 907 4013
P.O Box 1320, Alberton, South Africa, 1450
Website: www.nspca.co.za

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Opinions, contractual commitments conclusions and other information expressed in this message are not given or endorsed by the NSPCA unless otherwise indicated by an authorised representative.

From: NSPCA Wildlife Protection Unit <wild4@nspca.co.za>

Sent: Wednesday, May 3, 2023 9:36 AM

To: NSPCA Liaison Unit Inspector EC <elc liaison@nspca.co.za>; NSPCA Liaison Unit Inspector GAU <liaison4@nspca.co.za>

Cc: NSPCA Wildlife Protection Unit <wild3@nspca.co.za>; NSPCA Wildlife Protection Unit <wild7@nspca.co.za>

Subject: FW: Natinal Zoo

Good day Colleagues,

I hope you are well.

Please find the attached and below for your attention. Could this email please be forwarded to the Tshwane SPCA?

The attached is the veterinary report for the old tiger observed by the Tshwane SPCA and addressed in the warning issued on 22 April 2023. This matter can be considered closed on the societies side.

We further advise that another inspection had been carried out by the NSPCA last week and we addressed concerns of our own. We will continue to follow up on the concerns raised last week as well as the concerns relating on the tiger.

As this is a National Zoo, it is considered a national competence and therefore the inspections at the zoo must be carried out by the NSPCA.

We trust this is in order.

Kind Regards,

Jason Page
National Inspector
Wildlife Protection Unit



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NATIONAL COUNCIL OF SPCAs – NSPCA

Tel: +27 11 907 3590/1/2/3

Fax: +27 11 907 4013

P.O Box 1320, Alberton, South Africa, 1450

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