

INSPECTOR NOTE

Building: PETWORLD XXL
Street: 213 JIGGER AVENUE
Suburb: FIRGROVE RURAL
Postal Code: 7130
Date: 2025-11-05
Time: 10:00
Inspector: YAASEEN ABRAHAMS

Type: CASE DISCUSSION NOTE
Follow-Up Date: 2025-11-06

Comments: I met with the complainant Reanette at her property. We spoke about the incident, with her basically giving me a rundown of the story as per her affidavit submitted. Relating to the questions posed by Rudi, I asked her some more information. Reanette told me that firstly, a post mortem was not done as it was somewhat established on the day of when the cat was euthanized that the cat suffered from internal bleeding and was slowly dying, as per the vet. Reanette told me that after her 3rd visit to Vetworld on the 21st August where the cat was found to have ringworm spores, she was given treatment instructions for the cat and had to quarantine the cat. The cat did not get better after a few days and that's when Reanette took her to Vetscape on the 25th August. There she was given a different treatment plan and they followed that but the cat reacted negatively to that treatment so they returned to Vetscape on the 30th August. This is where skin biopsy and hair samples were taken and sent for testing. The results took 3 weeks to come, whereby they went back for the follow up on the 22nd September for the results and further examination. In this period of waiting for the results, Reanette said the cat got worse and worse and she was in contact everyday with the vet updating her but was just told to stick to the most recent treatment plan given and that they must wait for the results before returning to the vet, that's why she was not there at all during that time.

Next, the reason why she took the cat back to the grooming parlour after the initial bad experience was because she had been using that grooming parlour for the cat for about 4 to 5 years already and that was the first bad experience. Also, after dealing with it with the manager at that time, she was given the next groom completely free and assured that they will do it correctly the next time, thus her faith in going back.

Lastly, as per Reanette she never looks at the cat once she fetches the cat from the grooming as stated before, she had built up that trust and faith over years that they were on point with their service and there was no need to check the quality on site. She said even after the follow up grooming from the initial bad experience, she had the faith that they did the grooming correctly this time as per the reassurance from the manager at that time.

Captured By: YAASEEN ABRAHAMS 2025-11-05 10:00