

INSPECTOR NOTE

Building:	PETWORLD XXL
Street:	213 JIGGER AVENUE
Suburb:	FIRGROVE RURAL
Postal Code:	7130
Date:	2025-12-11
Time:	13:34
Inspector:	RUDOLPH PHILANDER
Type:	EMAIL - SENT
Follow-Up Date:	

Comments:

Dear Ms Rossouw

Firstly, please accept my sincere condolences for the loss of your cat, Ziah. Losing a companion animal, especially under such difficult and emotional circumstances, is incredibly painful, and I want to express my genuine sympathy for what you and your family have experienced.

I have carefully reviewed your entire case file, together with all documentation and evidence currently in our possession. Unfortunately, there are several material gaps in the evidentiary record which prevent the SPCA from proceeding with a criminal matter at this stage. These include, but are not limited to, the following:

The photographs provided are undated, meaning they cannot be linked with certainty to any specific grooming session.

The available veterinary report does not provide a clear or direct causal link between Ziah's condition and the grooming procedures.

Additional veterinary documentation was requested, and these are still outstanding and have not been furnished to us.

Most importantly, however, we are legally prevented from acting on the information and evidence you have supplied because you entered into a binding settlement agreement with Pet World. That agreement expressly restricts the disclosure of information to third parties, which includes the SPCA. As a result, the use or reliance on that information by us could constitute unlawful conduct unless the agreement is formally set aside or amended by the parties, or through an appropriate court process.

With regard to the other complaints you mentioned, those individuals would need to contact the SPCA directly and provide their own sworn versions and supporting evidence. We cannot rely on hearsay, online reviews, or third-party allegations without verified complainants and primary evidence.

Our Inspectors have already conducted an inspection at the Pet World Somerset West facility. At the time of inspection, no contraventions of the Animals Protection Act 71 of 1962 were observed.

Given the legal limitations created by the settlement agreement and the evidentiary shortcomings outlined above, the SPCA is unfortunately unable to pursue this matter further unless the settlement agreement is legally set aside or you are otherwise lawfully released from its terms.

Please do not interpret this as a lack of concern. We take allegations of animal cruelty extremely seriously and must ensure that any action we take is lawful, evidence-based, and capable of withstanding judicial scrutiny. Should the legal position change or should further admissible evidence become available, we will gladly reassess the matter.

Kind regards

Chief Inspector Jaco Pieterse

Bachelor of Laws (LLB)

Manager: Inspectorate, Horse Care & Farmyard and Wildlife Departments
RUDOLPH PHILANDER 2025-12-11 13:34

Captured By: