

INSPECTOR NOTE

Building:	
Street:	76 BRAHMS CIRCLE
Suburb:	MANDALAY
Postal Code:	7785
Date:	2026-10-09
Time:	22:30
Inspector:	RUDOLPH PHILANDER
Type:	EMAIL - SENT
Follow-Up Date:	2026-10-12

Comments:

Dear Ms. Africa

Thank you for your email regarding the conduct of Inspector Jeffrey Mfini and your request for the matter to be reassigned to another inspector.

We acknowledge the concerns you have raised and are sorry to hear that your interactions with Inspector Mfini left you feeling that the investigation was confrontational and that your concerns were not approached impartially. We understand that engaging with the SPCA can be stressful, particularly when a family is dealing with difficult circumstances, and that respectful communication is important throughout the inspection process.

The Cape of Good Hope SPCA takes complaints concerning the conduct of its inspectors seriously. At the same time, our inspectors are required to assess the circumstances reported to us, evaluate the animals' welfare, and determine what follow-up action may be necessary based on their observations and the information available to them.

With reference to your case, the initial concern brought to the SPCA's attention was that three dogs were fighting amongst themselves, resulting in injuries to Momo, the mother dog. The information provided also indicated that you intended to surrender the younger dogs but wished to retain Momo. This placed the welfare of the injured dog and the circumstances surrounding the reported fighting at the centre of the investigation.

Regarding Momo, the report specifically records the injuries to her paw and the presence of puncture wounds associated with the reported fighting. The inspector noted that she still required veterinary attention and that her condition would need to be monitored. A follow-up inspection was accordingly scheduled for 12 October 2026 to assess Momo and obtain the outstanding veterinary documentation. We note your concern that Inspector Mfini allegedly concluded that one of your dogs was underweight despite the feedback you say you received from the PDSA. The inspection report reflects that the dog had previously been recorded as underweight and that an improvement in its condition was observed at the latest inspection. We would welcome a copy of any veterinary documentation confirming the findings of the PDSA, so that this information can be included in the case records and considered alongside the inspector's observations.

We also acknowledge your concerns regarding the suggestion that the dogs may fight again because of their breed or ancestry. The SPCA's assessments must be based on the circumstances of each case, the animals' observed behaviour, their condition, and the relevant evidence, rather than on breed or ancestry alone. In this matter, the reported incident of fighting and the injuries sustained by Momo are relevant welfare concerns that require appropriate investigation and follow-up. The purpose of this process is to establish what measures are necessary to protect the animals' welfare, not to prejudge an animal solely because of its breed.

With regard to your request for the matter to be reassigned, please understand that SPCA inspectors are allocated designated geographical areas. These allocations are determined by several operational considerations, including the distribution of cases, existing caseloads, and proximity to neighbouring areas. This system enables the Inspectorate to manage complaints efficiently, maintain continuity in investigations, and ensure that available resources are used effectively. Accordingly, we are unable to accommodate your request to transfer this case to another inspector.

This does not mean that the concerns you have raised are being disregarded. The case remains subject to follow-up, and the outstanding matters relating to Momo's injuries, the veterinary documentation, and the surrender arrangements must still be addressed. Management remains responsible for ensuring that the matter is followed up appropriately and that the animals' welfare remains the primary consideration.

We trust that this response clarifies the basis on which the investigation is being conducted, as well as the operational reasons why the requested reassignment cannot be granted. We encourage you to continue communicating with the SPCA constructively and to provide any relevant veterinary reports or other information that may assist in resolving the outstanding concerns.

Thank you for bringing your concerns to our attention.

Kind regards

Insp. Rudolph Philander

Inspectorate Supervisor

BSc Honours Biodiversity and Conservation Biology (BSc Hons. BCB)
RUDOLPH PHILANDER 2026-10-09 22:30

Captured By: