

INSPECTOR NOTE

Building:	
Street:	10 ERICA ROAD
Suburb:	MILNERTON
Postal Code:	7441
Date:	2026-02-02
Time:	16:19
Inspector:	TAMARYN PRINS
Type:	EMAIL - RECEIVED
Follow-Up Date:	2026-02-02

Comments:

From: Sangitha Ramsein <sangitha.ramsein@gmail.com>
Sent: Monday, February 2, 2026 3:04 PM
To: Inspectorate – Cape of Good Hope SPCA <inspectorate@spca-ct.co.za>
Subject: Cooper - English Bulldog death

Dear SPCA.

We hereby submit this formal complaint regarding the death of my dog, Cooper, a two-year-old English Bulldog, who passed away while in the care of a dog daycare facility known as:

Muddy Paws Dog Daycare

Address: 10 Erica Street, Milnerton

I believe Cooper's death was caused by negligence, lack of proper supervision, and failure to follow basic safety protocols for bulldogs, especially in extreme heat.

On Sunday, 4 January 2026, my daughter Lovita dropped Cooper off at Muddy Paws at approximately 09:00am, Cooper was booked to stay for four nights.

At drop-off, my daughter specifically informed the owners that

- It was a very hot day, and Cooper should be kept indoors as much as possible.
- Cooper had not eaten yet as it was early, and she asked that he be fed.

Cooper was otherwise healthy at drop-off, no signs of irregular breathing or struggle of any kind. He was chirpy and excited when he reached the daycare.

Approximately 4.5 to 5 hours later, we received a call from the owner(s) of Muddy Paws telling us to "please come", without giving a clear explanation. My daughter asked what was wrong, and they repeated only: "Please come."

When she arrived at the premises, Cooper was found:

- Lying cold on the floor
- Not breathing
- Showing no movement or signs of life

The owners, Pam and Roche, explained the following:

- Cooper had been playing outside with approximately seven other dogs
- Cooper was humping other dogs
- They noticed he was breathing heavily
- They moved him to another area away from the dogs "to calm down"
- They stated Cooper was given water and was hosed down to cool him off
- They then left him unattended for approximately 30 minutes
- When they returned, Cooper was deceased

Reasons We Believe This Was Negligence

We believe Cooper's death was preventable and occurred due to negligence, for the following reasons

Bulldogs are high-risk in heat

English Bulldogs are brachycephalic and extremely vulnerable to overheating and heatstroke

On a day exceeding 30°C, Cooper should not have been allowed to exert himself outdoors.

Failure to supervise: Cooper was left unattended for approximately 30 minutes after showing signs of distress (heavy breathing).

Failure to follow basic emergency protocol

Once heavy breathing was noticed, the correct action would have been:

Immediate removal to a cool indoor area

Continuous monitoring

Contacting the owner immediately

Urgent veterinary attention if symptoms persisted

They knew Cooper was unneutered

Cooper being unneutered increases excitement and exertion, especially around other dogs.

This should have been managed carefully, not allowed to continue outdoors.

Possible absence of owners

There was reportedly another person present.

We suspect the owners may not have been on the premises at the time .

They have refused or failed to provide camera footage, increasing suspicion and preventing transparency.

Request for Investigation

We respectfully request that this matter be investigated as a case of negligence .

- Full access to all CCTV footage from Muddy Paws for the date and time of 4 January 2026.

- A formal investigation into:

- o Their supervision practices

- o Heat and safety protocols

- o Staff presence and responsibility at the time

- o Emergency response procedures

- Confirmation of whether this facility complies with a Licence and relevant regulations and animal welfare requirements.

Cooper was a loved family member. His death has caused our family immense grief. We believe

Cooper's death occurred due to preventable negligence while in the care of Muddy Paws .

Tamryn Prins 2026-02-02 16:19

Captured By: