

Please read the following before submitting your complaint:

Thank you for contacting PACFA. We appreciate any and all information provided to our program to help us ensure that pet animal care facilities maintain or exceed a minimum standard of care in Colorado. PACFA reviews all complaints submitted, however we typically do not reply to your submission.

Please submit complaints through our online form only. Once a complaint is submitted, it is considered an open investigation, and information regarding the investigation cannot be provided until the case is closed.

All complaints submitted are reviewed, however, complaints submitted from reporting parties that have not actually witnessed an issue with the facility themselves, will be considered inapplicable and will not be investigated. **Filing an official complaint from viewing a social media post or via second hand information or word of mouth may be subject to prosecution for false reporting.**

Anonymous complaints are accepted, however providing your contact information will allow us to obtain additional information to complete a more thorough investigation. Personal contact information such as phone number, email and address will remain confidential. Please note that some information such as the name of the person filing the complaint may be subject to the Colorado Open Records Act (CORA).

PACFA does not regulate the following: animal neglect/cruelty, noise disturbances, dogs at large, property line issues and impound matters. If you witnessed conditions that you believe represent an imminent danger to any animals, please call your local law enforcement agency immediately so that they can address the situation promptly.

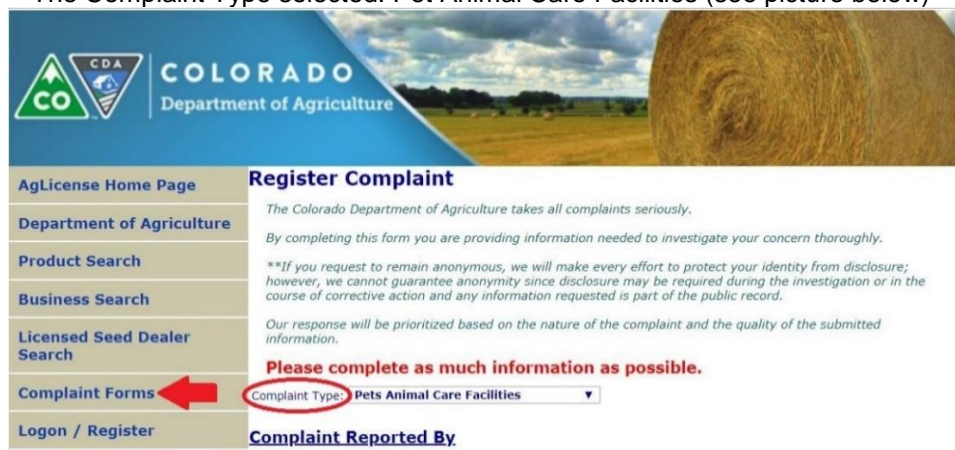
Concerns about Livestock (Horses, Llamas, Cattle, Goats, etc.): please call the *Animal Health Division* at 303-869-9130.

Concerns about a Veterinarian: please contact the *State Board of Veterinary Medicine* at 303-894-7800.

Additional documents: Pictures and/or videos you would like to add to the complaint may be emailed to cda_pacfa@state.co.us or fax them to 720-634-0934. The subject line should reference the *name of the facility* and *date* for the complaint submitted.

Click the link to submit your complaint: <https://www.ag.state.co.us/elicense/Index.aspx>

Select the "Complaint Forms" button on the left side of the page to be taken to the complaint form.
The Complaint Type selected: Pet Animal Care Facilities (see picture below)



The screenshot shows the 'Register Complaint' page on the Colorado Department of Agriculture website. On the left sidebar, the 'Complaint Forms' link is highlighted with a red arrow. The main content area features a 'Complaint Type' dropdown menu with 'Pets Animal Care Facilities' selected. A red circle highlights the dropdown menu. The page includes a navigation menu with links for 'AgLicense Home Page', 'Department of Agriculture', 'Product Search', 'Business Search', 'Licensed Seed Dealer Search', 'Complaint Forms', and 'Ligon / Register'. The main content area contains the following text:

Register Complaint

The Colorado Department of Agriculture takes all complaints seriously.

By completing this form you are providing information needed to investigate your concern thoroughly.

****If you request to remain anonymous, we will make every effort to protect your identity from disclosure; however, we cannot guarantee anonymity since disclosure may be required during the investigation or in the course of corrective action and any information requested is part of the public record.**

Our response will be prioritized based on the nature of the complaint and the quality of the submitted information.

Please complete as much information as possible.

Complaint Type: Pets Animal Care Facilities

Complaint Reported By