Dear Licensee or Registrant:

Animal Care (AC) understands that at times there may be concerns about findings noted on inspection reports. It is in the best interest of you (the facility), AC, and, above all, the welfare of the animals to resolve disputes quickly and cooperatively. AC hopes the following process will achieve that goal.

If you have questions or concerns regarding the findings on an AC inspection report, you should:

1. Discuss the area in question with the inspector. You may have this discussion during the inspection or call your inspector later. Take sufficient time to clarify the areas of disagreement and, if necessary, your inspector can set up an appointment to meet with you again to discuss issues. Most concerns and questions can be resolved in this first step.

2. If questions or concerns persist, send a written description of the areas of concern to the Supervisory Animal Care Specialist (SACS) in your regional office. The name of the SACS can be obtained from your inspector or by telephone from the regional office. The SACS will review your concerns and determine if errors or misinterpretations were made by the inspector that need correction. If appropriate, an amended inspection report will be issued. As noted above, AC realizes that disagreements are a natural part of regulatory oversight, and inspectors understand that regulated facilities have the right to appeal inspection findings. An appeal of inspection findings will never result in reprisal against the facility by any AC employee.

3. If areas of disagreement persist, contact your regional director. He or she will consider the issues and seek review from the AC headquarters staff, if appropriate.

4. If the matter is still unresolved to your satisfaction, send your concerns to me, AC Deputy Administrator, at the Headquarters address below.

For more information about this process or compliance inspections, please contact your AC regional office. Other information about AC is available from our website and you may send questions or comments to our e-mail address, both shown below.

W. Ron DeHaven
Deputy Administrator
Animal Care Headquarters

Animal Care Web Site: www.aphis.usda.gov/ac
Addresses and Phone/Fax Numbers of Regional Offices: www.aphis.usda.gov/ac/acorg.html
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