Fenland Dog Park Noise Control & Complaints Management Plan 1622-1_FDP

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Introduction

Fenland Dog Park at Monmouth Lane, Long Sutton operates in a rural location, with the single carriage public highway being a dead end, and limited residential buildings in the area. Fenland Dog park car park has been located 100m off the public highway and adjacent to a field on both sides to keep traffic away from Norton Lodge, the nearest property on the public highway. The site perimeter has been sown with a grass and wild flower mix to keep the dog exercise area further away from the boundary of other local properties. Sign have been erected to keep customers off this area.

Proactive management takes place at Fenland Dog park, with regular communication and easy to use channels for residents and customers to leave all forms of feedback. Complaints can be made via a mobile phone number, social media platforms, email address and email address; all available on the website where site booking exclusively takes place.

Noise Management Plan and Complaints Procedure for proposed Dog Park

1. Fenland Dog Park is for private use only, and each booking slot is 50 minutes long, to prevent cross over from booking parties. This helps avoid non connected dogs from meeting and potentially causing noise. Customers are asked online not to turn up more than 5 minutes before their appointment.
2. All booking for Fenland Dog Park is done online and the Terms and Conditions of booking clearly state that no group training or agility classes can take place. This helps avoid non connected dogs from potentially causing noise.
3. Fenland Dog Park customers are only allowed to bring up to 6 dogs on site. This number of dogs will help manage the noise level from dogs. For the avoidance of doubt, the total number of dogs is permitted for the site including the car park, not just the exercise area, as detailed on the website and though all the booking stages.
4. When booking online, the website will be updated and rebuilt for customers to select how many dogs they are confirming they will bring on site. The maximum permitted numbers of dogs allowed on site is highlighted at the booking stage, at the booking receipt stage, at the booking reminder stage, and also physical signs at the dog park.
5. Fenland Dog Park Terms and Conditions state that the management team have the right to deny access to the Dog Park if customer/s have caused a nuisance or not complied with the site rules and the booking Terms and Conditions. An example of a nuisance may include use of the car horn, shouting by humans and persistent and sustained dog barking. If a customer breaches these rules and Terms and Conditions the online booking system which records the customers details can prevent them from future booking.
6. An abbreviated reminder of noise management and consideration of neighbours is highlighted online at the time of completed booking, and also on the customers booking receipt email, and a third time on the customers booking reminder email, which is received two hours before the customers booked appointment.

7. Signs have been placed on the entrance to the car park and the entrance to the exercise area reminding customers to minimise noise and respect the neighbours.
8. Fenland Dog Park booking slots are made available on the website by the Dog Park management team. The start and end time availability of these time slots are modified to suit daylight operation, but still within the permitted hours.
9. Regular communication is made on behalf of the Dog Park, and in addition to the website, blogs and social media channels (Instagram, Facebook & Twitter) are used. Negative feedback by local residents or customers would severely damage the reputation and relationship of Fenland Dog Park, so the management team address any concerns in a timely manner.
10. Complaints about the Dog Park can be made via the website, email address, phone number or social media channels; all of which are easily accessible and visible on the website, where booking takes place exclusively. Fenland Dog Park management will reply to all complaints within 2 working days and would aim to eliminate the cause of the complaint within a rapid timescale.
11. A 'How can I lodge a complaint about excessive noise?' will be added to the website FAQ section. When this FAQ is expanded it will detail that they can submit a complaint by email to hello@fenlanddogpark.co.uk or call 07971 121450 or send a letter to Fenland Dog Park, Monmouth Lane, Long Sutton, PE12 9LH. All complaints will be replied to by Management of Fenland Dog park within 2 working days.
12. A 'What if I break the Rules or T's & C's' will be added to the website FAQ section. When this FAQ is expanded it will detail that customers may be excluded from the site and blocked from future bookings, as detailed in the Terms and Conditions on the website.