Complaints about noise are often one of the most difficult, and each case is handled a little differently depending upon the situation. While our Department is unable to offer direct assistance by an Officer, we can help you with options.

Please note that it may take several complaints and/or interactions with your neighbor to see a difference; persistence and patience will be the key to finding a good resolution.

**Talk to the Dog Owner:**

- If possible and you feel comfortable, speak to the dog owner about the noise. Often people are unaware that there is a problem.
- If other neighbors share your concerns, try talking to the dog owner as a group, or sending a letter outlining the neighborhood’s concerns.
- Keep a written log, documenting the times and duration of the barking. This will help your case should you consider mediation or civil action against the dog owner, or you decide to call our Department.

**If Talking Doesn’t Stop the Problem, Call Animal Care:**

- We can send a letter to the dog owner advising them of the complaint and include recommendations to help prevent the nuisance barking.
- If the problem persists, and the customer requests it, we can send additional letters to the dog owner.
- We will no longer issue a citation(s) for excessive barking nor have an officer respond to in person to speak with the owner.

**Request Mediation with the Dog Owner:**

You may consider mediation; contact the Sacramento Mediation Center at 916-441-7979. The Center charges a fee to open a case and all costs are your responsibility.

**Late Night/Early Morning Nuisance Barking:**

If the barking occurs late in the evening or in early morning hours, you may call the Sacramento Sheriff Department. Note: they will not respond during the day or early evening hours. If a Sheriff Deputy responds, inquire about filing a citizen’s arrest against the dog owner for excessive barking.

For more information, contact us at 916-368-7387.