



30 June 2022

Grace Haden  
grace@verisure.co.nz

Dear Grace

**Your complaint of 8 June 2022 – reference 1045530**

I have been forwarded the email and accompanying document you sent to the Ministry for Primary Industries (MPI) complaints email address on 8 June 2022.

MPI is reviewing the various concerns you have raised in connection with The Royal New Zealand Society for the Prevention of Cruelty to Animals Incorporated (SPCA) seizing and disposing of dogs formerly owned by Barbara Glover and Janine Wallace and subsequently prosecuting Ms Glover and Ms Wallace.

A number of aspects of your complaint relate to alleged actions or omissions by current or former SPCA staff. Under a 29 November 2021 Memorandum of Understanding between MPI and the SPCA (MOU), each party to that MOU is responsible for investigating and resolving any complaints about the actions or omissions of its own staff (unless the complaint relates to an SPCA inspector or auxiliary officer and the SPCA elects to refer the complaint to MPI for investigation).

Therefore, MPI has referred those aspects of your complaint relating to alleged actions or omissions by current or former SPCA staff to the SPCA. Consistent with the terms of the MOU, I have asked the SPCA to notify the MPI of the outcome of any of your complaints which relate to the actions or omissions of an SPCA inspector or auxiliary officer.

I will contact you shortly regarding the other concerns you have raised.

Yours sincerely

A handwritten signature in black ink, appearing to be 'G. Orr'.

Gary Orr  
Director Compliance Services

**Ministry for Primary Industries**  
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