

The Hon Mick Veitch MLC
Chair, Select Committee on Puppy Farming in NSW
By email: puppyfarms@parliament.nsw.gov.au

Dear Mr Veitch

Inquiry into puppy farming in New South Wales

Thank for your correspondence on behalf of the Select Committee on puppy farming in New South Wales (**Committee**) requesting the number of complaints NSW Fair Trading has received related to the purchase of dogs and cats in NSW from 1 January 2000 to date and details about the nature of these complaints.

Fair Trading has compiled the requested data for complaints received between 1 January 2000 and 2 June 2022 (inclusive), and a copy of the data by calendar year is enclosed for the Committee's reference.

It should be noted that complaints relate to consumer issues arising from the point of sale and do not identify how the animal has been bred. Fair Trading reviewed the complaints and identified key themes across the three points of sale (breeder, pet shop and adoption) which fall within the scope of the Inquiry. I have set out those categories and key themes below. The distribution of complaints across these three points of sale is also provided in the enclosed data.

Breeder

- Accepting payment (both deposit and full payment) with no intention to supply
- Compensation for vet bills/refunds due to serious health issues, including death, soon after obtaining animal
- Misleading description of animal, including breed, physical appearance, temperament, abilities, etc
- Failure to supply documentation such as registration papers, pedigree documents, etc
- Request for additional payment (i.e. vaccination/desexing payments, costs for transportation) outside of agreed monetary amount
- Agreed refunds not provided.

Pet shop

- Health issues and high vet charges, undisclosed birth defects, parasites
- Information incorrect relating to being desexed not disclosed at time of purchase
- Misleading - restricted dog breed sold not advised
- Misleading in type of breed sold (i.e. advertising of purebred when in fact crossbred)
- Conditional packages sold with pets such as food, worm treatments etc,
- Non supply of paperwork (i.e. registration, pedigree etc)
- Consumer change of mind and requesting refund (i.e. unsuitability of animal).

Adoption

- Misrepresentation of animal, including temperament, socialisation skills, illnesses, etc
- Additional costs not initially disclosed such as microchipping, vaccination costs, etc
- Failure to supply documentation such as registration papers, pedigree documents, etc
- Requests for reimbursement of vet bills/refunds due to illness of animal soon after obtaining
- Consumer change of mind for various reasons, including personal and medical, and request for refund.

Yours sincerely

Natasha Mann
Commissioner for Fair Trading

Date: 15/06/2022

Encl. Complaint data for period 1 January 2000 to 2 June 2022 (inclusive)

Our reference: PS-000280-2022
Your reference: D22/25171

Complaints related to dogs and cats from 1 January 2000 to 2 June 2022 (inclusive)		
Calendar year	Complaints related to dogs	Complaints related to cats
2000	Nil	Nil
2001	Nil	Nil
2002	Nil	Nil
2003	5	2
2004	45	8
2005	54	11
2006	45	9
2007	59	14
2008	49	12
2009	48	10
2010	57	13
2011	63	4
2012	42	9
2013	51	13
2014	61	11
2015	50	13
2016	55	10
2017	56	13
2018	59	3
2019	65	5
2020	74	13
2021	104	15
2022 as at 2 June 2022	17	4
Totals	1,059	192
Combined total	1,251	

Complaints related to dogs and cats from 1 January 2000 to 2 June 2022 (inclusive)		
Point of sale	Complaints related to dogs	Complaints related to cats
Breeder	826	135
Pet shop	178	41
Adoption	55	16
Total	1,059	192