

DATE RECEIVED	COMPLAINANT	AGAINST	SECTION OF THE ACT	Guide Dog or Service Dog	CERTIFICATE #	PARTY ID #	INVESTIGATED Y/N	RATIONALE for REFUSAL	SID #	DATE ASSIGNED	INVESTIGATOR	OUTCOME	DATE of CONCLUSION	CLOSED UNDER POLICY	STATUS
2016-07-05	s.22	Buffy's Tavern	denial of public access rights. GDSDA S.2(1)		N/A	s.22	No	There was no basis for this complaint. The licence that the dog team produced was not valid in BC therefore the client is not entitled to the rights and protects under the act. RTIL see sid s.22	s.22	N/A		N/A	2016-07-12	Policy 4.3.3 (d)	Refused
2016-08-18	Internal	Mutts and Motorcycles	Offering Service Dog Training		N/A		Yes	see sid s.22		2016-08-18	SPC Ellis	Unsubstantiated	N/A	N/A	Concluded
2016-08-18	s.22	Wheels for Wellness	Business license in Question		N/A		No	Guide dog access rights to transportation and access to public transportation. See SID !s.22		2016-09-07		Unsubstantiated	2016-09-07	N/A	Refused
2016-12-20		AC Taxi Nanaimo	denial of public access rights. GDSDA S.2(1)	Guide Dog	s.22		Yes			2016-12-22	SPC Webb	Warning Notice	2017-01-30	Policy 4.3.3 (d)	Concluded
2016-01-03		Yellow Cab Taxi Victoria	denial of public access rights. GDSDA S.2(1)	Guide Dog			Yes			2016-01-04	SPC Azimi	Education	2017-03-08	Policy 4.3.3 (d)	Concluded
2017-02-08		Coast Mountain Bus Company	denial of public access rights. GDSDA S.2(1)	Service Dog			No	Harassment, but no denial of service		N/A		N/A	2017-02-15	Policy 4.3.3 (d)	Refused
2017-03-02		Ocean Promenade Hotel	denial of public access rights. GDSDA S.2(1)	Service Dog			Yes			2017-03-03	SPC Azimi	Education	2017-03-13	Policy 4.3.3 (d)	Concluded
2017-04-04	s.22 (NOW Canada Society)		Pursuant to GDSDA 7(1)(b)(iii)	Service Dog			Yes			2017-04-04	SPC Watson	Education	2017-09-19	Policy 4.3.3 (d)	Concluded
2017-06-19	s.22	s.22	False Representation GDSDA S.4	Alleged Service Dog	Unknown		yes	Individual no longer in area and has no address. Refusal to continue investigation.		2017-07-05	SPC Azimi	Unsubstantiated	2017-08-01	Policy 4.3.3 (d)	Concluded
2017-07-09		Diamond Head Motor Inn	denial of public access rights. GDSDA S.2(1)	Service Dog	s.22		Yes	Not enough evidence to continue. Client is happy with steps taken. Refusal to continue investigation.		2017-07-10	SPC Matthews	Unsubstantiated	2017-08-02	Policy 4.3.3 (d)	Concluded
2017-08-21		s.22	False Representation GDSDA S.4		No		Yes			2017-08-21	SPC Webb	Education	2017-10-23	Policy 4.3.3 (d)	Concluded

2017-08-25	s.22	Urban Choice Market	denial of public access rights. GDSDA S.2(1)	Service Dog	s.22	s.22	Yes		s.22	2017-08-30	SPC Trenholm	Unsubstantiated	2017-11-01	Policy 4.3.3 (d)	Concluded
2017-08-29		Dinakis Mediterranean Grill	denial of public access rights. GDSDA S.2(1)	Guide Dog		-	Yes			2017-08-30	SPC Wong	Education	2017-10-23	Policy 4.3.3 (d)	Concluded
2017-08-23		Travelodge Parksville & s.22	denial of public access rights. GDSDA S.2(1)	Guide Dog		-	Yes			2017-09-07	SPC Webb	Violation Ticket	2017-10-02	Policy 4.3.3 (d)	Concluded
2017-09-25		Madras Dosa Houses	denial of public access rights. GDSDA S.2(1)	Service Dog			Yes			2017-10-02	SPC Trenholm	Education	2017-11-07	Policy 4.3.3 (d)	Concluded
2017-09-28		Canton Café	denial of public access rights. GDSDA S.2(1)		No		No	No valid BC GDSD Certificate.		N/A		N/A	2017-10-04	Policy 4.3.3 (d)	Refused
2017-10-02		Terra Property Management	denial of public access rights. GDSDA S.2(1)		No		No	No valid BC GDSD Certificate.		N/A		N/A	2017-10-10	Policy 4.3.3 (d)	Refused
2017-11-21		Eddie Bauer	section 23.1 (1) (a) (c) & 23.1 (2) of the PCAA and section 2 GDSDA.	Service Dog	s.22	-	Yes			2018-01-30	SPC Azimi	Violation Ticket	2018-06-06	PCAA S.23.1(c.) GDSDA S.2(2)(a)	Concluded
2017-11-15		AIDS Vancouver	denial of public access rights. GDSDA S.2(1)	Service Dog		-	Yes			2017-11-17	SPC Trenholm	Education	2018-02-14	Policy 4.3.3 (d)	Concluded
2017-12-07		Esquimalt Rec Centre	denial of public access rights. GDSDA S.2(1)	Service Dog		-	Yes			2018-01-09	SPC Azimi	Education	2018-05-14	Policy 4.3.3 (d)	Concluded
2018-01-04	s.22		section 23.1 PCAA & 12 (1) GDSD Reg.	Service Dog			Yes			2018-01-09	SPC Azimi	Unsubstantiated	2018-05-10	Policy 4.3.3 (d)	Concluded

2018-01-08	s.22	s.22	False Representation GSDA S.4	Uncertified Service Dog	No	s.22	Yes		s.22
2018-02-06		Health Craft Clinic	denial of public access rights. GSDA S.2(1)	Service Dog	s.22		Yes		
2018-02-27		Vancouver Airport Authority & British Airways	denial of public access rights. GSDA S.2(1)	Service Dog			Yes		
2018-03-20		s.22	False Representation GSDA S.4		No		No	Insufficient information to launch investigation.	
2018-03-21			False Representation GSDA S.4	Uncertified Service Dog	No		Yes		
2018-04-03		Emperial Suites Hotel	denial of public access rights. GSDA S.2(1)	Service Dog	s.22		Yes		
2018-04-19		s.22	False Representation GSDA S.4	G.A.A Service Dog			Yes		
2018-05-01			False Representation GSDA S.4		No		No	Insufficient information to launch investigation.	
2018-05-14		Wolfsheep Arthouse Inc.	denial of public access rights. GSDA S.2(1)	Service Dog	s.22		Yes		
2018-05-16		BC Transit	denial of public access rights. GSDA S.2(1)		No		No	Not within GSDA jurisdiction.	
2018-06-07		Leash of Hope	Misrepresenting guide service dog training school		No		No	Non accredited GDSD Training school.	
2018-06-27	Vancouver Island Compassion Dogs on behalf of s.22	Radium Bighorn Gifts & Souvenirs	denial of public access rights. GSDA S.2(1)	Service Dog	s.22		Yes		
2018-07-13	s.22	Yellow Cab Taxi Victoria	denial of public access rights. GSDA S.2(1)	Guide Dog			Yes		
2018-07-05		Unidentified Fraudulent GDSD Handler	False Representation GSDA S.4	Service Dog	Unknown		Yes		

2018-01-09	SPC Azimi	Violation Ticket	2018-04-30	Policy 4.3.3 (d)	Concluded
2018-02-15	SPC Trenholm	Warning Notice	2018-11-14	Policy 4.3.3 (d)	Concluded
2018-03-01	SPC Azimi and SPC Barton	Referred to Another Authority	2018-08-14	Policy 4.2.3 (b)	Concluded
N/A		N/A	2018-05-10	Policy 4.3.3 (d)	Refused
2018-04-04	SPC Azimi and SPC Webb	Warning Notice	2018-07-05	Policy 4.3.3 (d)	Concluded
2018-04-03	SPC Wong	Education	2018-06-12	Policy 4.3.3 (d)	Concluded
2018-05-09	SPC Azimi	Grandfathered in G.A.A - Reapplying	2018-07-11	Policy 4.3.3 (d)	Concluded
N/A		N/A	2018-07-05	Policy 4.3.3 (d)	Refused
2018-05-22	SPC Azimi	Education	2018-07-05	Policy 4.3.3 (d)	Concluded
N/A		N/A	2018-06-13	Policy 4.3.3 (d)	Refused
N/A		N/A	2018-07-05	Policy 4.3.3 (d)	Refused
2018-07-31	SPC Azimi	Education	2018-10-04	Policy 4.3.3 (d)	Concluded
2018-08-01	SPC Azimi	Unsubstantiated	2019-01-09	Policy 4.3.3 (d)	Concluded
2018-08-14	SPC Watson	Pending	Pending		Pending

2018-07-11	s.22	Colleague's Building	Unknown	Unknown	Unknown	No	No response from Emails 7/30/18 and 8/16/2018				Unknown	Unknown	Unknown	Concluded
2018-07-23	s.22		Tenancy Issue	s.22	s.22	No	Tenancy Dispute Issue	s.22	N/A		Education	2018-09-05	Policy 4.3.3 (d)	Refused
2018-08-09	on behalf of unknown	Sushi Home	denial of public access rights. GDSDA S.2(1)	Unknown		No	Cannot investigate for an unknown Individual		N/A		N/A	2018-10-22	Policy 4.3.3 (d)	Refused
2018-09-04	Internal	s.22	False Representation GDSDA S.4	Unknown		Yes			2018-11-06	SPC Azimi	Unresolvable (Respondent Moved Out)	N/A	N/A	Concluded
2018-10-10	s.22	Black top and Checker cab	denial of public access rights. GDSDA S.2(1)	No		No	Not within GDSDA jurisdiction.		N/A		N/A	2018-11-16	Policy 4.3.3 (b)	Refused
2018-08-15		Bluebird Cab	denial of public access rights. GDSDA S.2(1)	certificate lapsed		No	Not within GDSDA jurisdiction.		N/A		certificate lapsed	2018-10-22	Policy 4.3.3 (b)	Refused
2018-12-06		s.22	False Representation GDSDA S.4	Service Dog	No	No	No evidence to support False Representation		N/A		N/A	2018-12-27	Policy 4.3.3 (d)	Refused
2018-12-10			denial of public access rights. GDSDA S.2(1)	Service Dog	s.22	Yes			12-27-18	SPC Azimi	Investigation Closed - Target of complaint left Country	2019-02-07	Policy 4.3.3 (d)	Concluded
2019-01-02		Fort Langely C	denial of public access rights. GDSDA S.2(1)	Mobility assistance dog	No	No	not within GDSDA jurisdiction.		N/A		N/A	2019-01-19	Policy 4.3.3 (b)	Refused
2019-01-22		Kelowna Nissa	denial of public access rights. GDSDA S.2(1)	Service Dog	s.22	Yes			2019-01-31	SPC Watson	Pending	Pending		Pending
2019-02-07		Bluebird Cab	denial of public access rights. GDSDA S.2(1)	Guide Dog		No	Team Certificate had lapsed, Complainant had not renewed, No jurisdiction to investigate		N/A		N/A	2019-02-22	Policy 4.3.3 (d)	Refused
2019-02-05	s.22		Tenancy Issues GDSDA S.3	Service Dog		Yes			2019-02-22	SPC Azimi	Pending	Pending		Pending
2019-02-07		School District	denial of public access rights. GDSDA S.2(1)			No	Public school is not considered a public place. (As defined by Legal). No jurisdiction to investigate		N/A		N/A	2019-02-21	Policy 4.3.3 (d)	Refused
2019-02-21		Staples Canada	Employment rights	Service Dog	s.22	No	No jurisdiction With Employment standards, and No Denial os Service as an employee. Staples is not a public place(Legal Ruling)		N/A		N/A	2019-03-14	Policy 4.3.3 (d)	Refused
		Selkirk College	denial of public access rights. GDSDA S.2(1)	Service Dog		No	No jurasdictio, Selkirk college is not a public place(Legal Ruling)		N/A		N/A	2019-03-19	Policy 4.3.3 (d)	Refused

- As of December 31st 2018, SPD has issued the following number of certificates:

Certificate group	2016	2017	2018
Guide dog and service dog team	147	123	174
Guide dog and service dog trainer	283	161	208
Guide dog and service dog in training	304	135	219
Retired guide dog and service dog team	0	5	4
Totals	734	424	605

- Upon review of a complaint made under the GDSDA, progressive enforcement may be used. This begins with information and education which may lead to a formal warning, a violation ticket, or a fine upon conviction, as appropriate.

GDSD Complaints Outcome 2016-2018	Totals
Unsubstantiated	7
Education	12
Warning Notice	3
Violation ticket	2
Referred to another authority	1
Other (Insufficient information, lost contact, complaint with BCHRT, not within GDSDA jurisdiction, etc.)	17
Pending	2

- GDSD Complaints 2016-2018

GDSD Complaints	Totals
Year	
2016	5
2017	16
2018	23
Total	44