



Owner Surrender Frequently Asked Questions

How do I surrender my pet to the Humane Society of Charlotte?

Owner surrender requests are typically scheduled by appointment so we can ensure we have the appropriate space, staffing, and resources to care for your pet. We can accommodate walk-ins depending on staff availability and kennel space.

We ask that you complete our online owner surrender form beforehand, which helps our intake team learn more about your pet and their needs. Our intake team will review the form and may request additional information, medical records, or photos. Completing the online form does not guarantee that your pet will be accepted into our adoption program.

What happens after my form has been reviewed? How long does the process take?

A member of our intake team will review your form before reaching out to you. If there are any additional questions about the form you submitted, our team will contact you to discuss next steps and schedule an in-person assessment, if appropriate.

If your pet appears to be a potential fit for our program, an assessment will be scheduled based on our current capacity.

If the pet is not a candidate for our program, our team will notify you and provide resources for private rehoming, financial assistance, or additional placement options.

The owner surrender process can take approximately 1-3 weeks, from the time the form is submitted to the time of surrender, depending on our current capacity.

What does the assessment entail?

The assessment allows us to meet the animal in person to determine whether or not they are a good fit for our program based on current resources. We will observe their overall behavior and temperament and will take a quick look over to ensure they appear generally healthy.

For dogs, we may do a dog-to-dog interaction to assess their comfort level around other dogs. The assessment typically takes between 15-30 minutes per animal.

What might disqualify my pet from passing the assessment and being placed in the program?

Each assessment focuses on whether we can safely and humanely meet a pet's behavioral and medical needs within our current capacity.

We want each animal that enters our program to have the best quality of life possible and the best chance of being adopted. If the pet does not allow basic handling, shows unsafe behaviors towards people or other animals, or displays ongoing signs of extreme fear or distress, growls, hisses, or attempts to bite staff; we may not have the capacity to accept them into the program.

If the pet presents with a possible medical concern, we will consult with our medical department to ensure we have the capacity to care for and treat the concern.

When a pet cannot be accepted, this decision is based on current resources and is not a reflection of the pet's worth or the owner's care. Whenever possible, we will provide alternative resources and support.

Will you keep my pet the same day of the assessment, and can I bring their items with them?

If we have the space and capacity to keep them the same day as the assessment, we will do so. Occasionally, we will schedule a later drop-off date if we do not have a kennel available or resources at that moment.

You are welcome to bring the pet's belongings. We will try our best to set the items aside for their future adopters. We do ask that you bring a clean blanket that can stay with the pet and ease their transition into a new space. The familiar smell on the blanket can help them during their adjustment period.

Can I visit the pet after they are surrendered?

We kindly ask that you do not visit them after they are surrendered as it can cause additional stress during their adjustment to a new environment.

Will you update me on how they are doing and when they get adopted?

Due to the number of animals in our care, we do not have the bandwidth to reach out to everyone with status updates. However, you are more than welcome to reach out via email to inquire how they are doing or keep an eye on our website.

Additionally, we are legally unable to release personal information about who adopted the animal or provide adopter contact information.

Do you ever euthanize the animal?

When an animal is experiencing severe medical or behavioral challenges that cannot be safely or humanely addressed, euthanasia may be considered.

If you would like to be contacted to reclaim the pet if they are at risk of euthanasia, please let the intake team know at the time of surrender.

To help us continue providing compassionate, high-quality care for every animal that comes through our doors, a fee may apply when surrendering an animal to the Humane Society of Charlotte. This fee helps

cover the cost of housing, medical care, and adoption services for pets in need and will be discussed during your surrender appointment.