

Complaint No: \_\_\_\_\_

Date Received: \_\_\_\_\_

## KENTUCKY BOARD OF VETERINARY EXAMINERS Complaint Form

### Person Filing Complaint

Name: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Day Telephone: ( ) - \_\_\_\_\_ Evening Phone: ( ) - \_\_\_\_\_

### Patient Information (If Applicable)

Name and Description: \_\_\_\_\_

### Name of Veterinarian / Person who Complaint is About

Name: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Day Telephone: ( ) - \_\_\_\_\_

### Name and phone number of persons who may provide additional information

1. Name: \_\_\_\_\_ Telephone: ( ) - \_\_\_\_\_ Type of Information: \_\_\_\_\_

2. Name: \_\_\_\_\_ Telephone: ( ) - \_\_\_\_\_ Type of Information: \_\_\_\_\_

3. Name: \_\_\_\_\_ Telephone: ( ) - \_\_\_\_\_ Type of Information: \_\_\_\_\_

4. Name: \_\_\_\_\_ Telephone: ( ) - \_\_\_\_\_ Type of Information: \_\_\_\_\_

### Brief Summary of Complaint

(Please be specific as possible regarding names, dates, locations, and action which you believe to be improper, unethical or unprofessional. Please attach copies of any documents or records pertinent to your complaint.)

\_\_\_\_\_

By signing this complaint form, I hereby certify that the information is complete and true to the best of my knowledge.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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**Send to: KENTUCKY BOARD OF VETERINARY EXAMINERS  
107 Corporate Dr, Second Floor  
FRANKFORT, KY 40601**

**Preferred:  
Vet@ky.gov**

**Phone: (502) 782-0273  
Fax: (502) 695-5887**

Kentucky State Board of Veterinary  
Examiners 107 Corporate Drive, Second Floor  
Frankfort, KY 40601

Telephone: (502) 782-0273

FAX: (502) 695-5887

### **Filing a Complaint**

#### **What are your rights?**

You have a right to expect a professional standard of care and conduct from a veterinarian. If you believe a veterinarian has violated Kentucky statutes or regulations, you may send a written complaint to the Kentucky State Board of Veterinary Examiners. As the body responsible for regulating the veterinary medical profession and protecting the public in matters related to veterinary medicine, the Board will review your complaint and take appropriate action.

#### **How does the complaint process work?**

Complaints that have been received in writing at the Board office will be acknowledged immediately by letter. A copy of your complaint will be sent to the veterinarian for a response. The complaint and response will then be reviewed by the Board members at a subsequent meeting. If no law appears to have been violated, you will receive notification from the Board. If the Board believes a law may have been violated, an investigation will take place. If the Board files formal charges against a veterinarian as a result of the investigation, an administrative hearing may be held. This formal hearing involves lawyers, a court reporter, a hearing officer and witnesses. If the Board finds that the veterinarian has not met the prescribed standard of care and conduct, it has the authority to impose penalties ranging from a reprimand to a suspension or loss of a license. A penalty may be reached by agreement between the Board and the veterinarian. The Board does not have the authority to order a veterinarian to pay you money damages for any loss you may have experienced. Only a court of law which has jurisdiction over the subject matter of such cases has the authority to award compensation for an injury or loss. To find out more about such remedies, you should consult a private attorney.

#### **What might I expect from filing a complaint?**

The complaint process is a detailed and careful one, and you should expect some delay. In every case the veterinarian will be informed that a complaint has been filed, provided with a copy of the complaint, the name of the complainant, and the disposition of the complaint. Not every complaint results in disciplinary action by the Board if the veterinarian has not violated the laws governing veterinary medicine. If charges are filed, a hearing may be held similar to a court trial, and it is open to the public. You may be subpoenaed as a witness to provide testimony regarding the case. In this event the Assistant Attorney General assigned to the Board will assist you in preparing for the hearing. If the Board orders a specific sanction, the veterinarian has the right to appeal the decision to a court of law thereby resulting in a delay in the decision becoming final. While you may have an opinion regarding the process and outcome of processing your complaint, please remember that the decisions to dismiss or settle a case or propose disciplinary measures are solely the decision of the Board and may be subject to review by the courts.

If the Board files formal charges or takes formal action against a veterinarian, most portions of the investigative file will become "public record" which can be viewed by any individual who requests, in writing to do so. The record may include your written complaint, transcripts, or reports of interviews, letters, and other reports. All testimony and evidence admitted in a formal hearing have the status of public record as well.

Throughout the various stages of the complaint process, you will be kept informed. You will also be advised of the final outcome.

#### **How do I make a complaint?**

You should complete the complaint form that accompanies this information sheet and attach copies of any documentation you may wish to provide. Please note that any document furnished will become a part of the record and cannot be returned. Make sure you give all pertinent information. Please sign the complaint form so that the Board may process the form. Complaints and release forms should be mailed to:

KENTUCKY BOARD OF VETERINARY EXAMINERS  
107 CORPORATE DRIVE, SECOND FLOOR  
FRANKFORT, KY 40601

Electronic Submissions (preferred):  
Vet@ky.gov