



**STATE OF MISSOURI**  
DIVISION OF PROFESSIONAL REGISTRATION  
**OFFICIAL STATEMENT OF COMPLAINT**

Missouri Veterinary Medical Board  
P.O. Box 633  
Jefferson City, MO 65102  
(573) 751-0031

**FOR OFFICE USE ONLY**  
BOARD CASE NUMBER

**INSTRUCTIONS**

1. Provide the full name and address of the veterinarian or individual against whom you are filing this complaint.
2. Type or Print. If printed, please use black ink. Attach copies of all bills, records, correspondence, contracts, patient records or other documents which would substantiate your complaint.
3. State the facts briefly and clearly and note specific violations of the law.
4. Provide the full names and addresses of all witnesses who can verify the facts alleged.
5. Sign and return this form to the address listed above.

**NOTICE TO COMPLAINANT**

Both the complaint and any information obtained as a result of the investigation thereof shall be considered a closed record and shall not be available for inspection by the general public. However, a copy of the complaint and any attachments thereto shall be provided to any licensee who is the subject of the complaint, at the discretion of the board, or to the licensee, or his legal counsel, upon written request to the Board.

|           |                  |
|-----------|------------------|
| YOUR NAME | TELEPHONE NUMBER |
|-----------|------------------|

ADDRESS (STREET, P.O. BOX, CITY, STATE, ZIP CODE)

**SUBJECT OF COMPLAINT**

|                                                                                                         |                  |
|---------------------------------------------------------------------------------------------------------|------------------|
| VETERINARIAN OR INDIVIDUALS FIRST AND LAST NAME (THIS INFORMATION IS REQUIRED TO PROCESS THE COMPLAINT) | TELEPHONE NUMBER |
|---------------------------------------------------------------------------------------------------------|------------------|

|               |                                                   |
|---------------|---------------------------------------------------|
| FACILITY NAME | ADDRESS (STREET, P.O. BOX, CITY, STATE, ZIP CODE) |
|---------------|---------------------------------------------------|

**DETAILS OF COMPLAINT**

ATTACH ADDITIONAL SHEETS IF NECESSARY

**CONSULTING VETERINARIAN and/or WITNESS**

|                    |                  |
|--------------------|------------------|
| NAME (FIRST, LAST) | TELEPHONE NUMBER |
|--------------------|------------------|

ADDRESS

|                    |                  |
|--------------------|------------------|
| NAME (FIRST, LAST) | TELEPHONE NUMBER |
|--------------------|------------------|

ADDRESS

I hereby affirm under penalties of perjury that the facts as presented on this form, as well as any attachments are true and correct to the best of my knowledge, information and belief.

|                               |      |
|-------------------------------|------|
| SIGNATURE OF COMPLAINANT<br>▶ | DATE |
|-------------------------------|------|

# **MISSOURI VETERINARY MEDICAL BOARD'S COMPLAINT PROCESS**

A complaint **MUST BE SUBMITTED IN WRITING** and **SIGNED** by the person filing the complaint. Contacting the state board office by telephone or sending a letter without sending a complaint form may result in delaying review of the complaint.

A complaint must include the following:

- ☐ Correct spelling of the veterinarian's or individual's full name
- ☐ A clear, concise description of the complaint
- ☐ When applicable, consulting veterinarian(s) and/or witness(es) to the alleged incident(s) and contact information for each consulting veterinarian or witness
- ☐ The veterinarian will receive a copy of the complaint and will be requested to provide a written response to the board. Complaints are considered closed records and cannot be disclosed without the veterinarian's written permission. This means your complaint, the veterinarian's response, any documents or investigation cannot be given to anyone without the veterinarian's written permission. It is recommended that the complainant keep a copy of their complaint form, and any documents submitted with the complaint. Finally, the board cannot guarantee that the complaint form, to include the complainant's and witnesses name(s) will be kept confidential.

Mail Complaint & documentation to: Missouri Veterinary Medical Board  
PO Box 633  
3605 Missouri Boulevard  
Jefferson City MO 65102

**REMINDER:** Please keep these instructions and a copy of what was submitted with your complaint for your information. Send the original complaint along with any documentation to the board's office.

### **WHAT HAPPENS WHEN THE BOARD RECEIVES A COMPLAINT?**

Complaints are electronically tracked by receipt date and complaint number. The board will request a written response from the veterinarian regarding the allegations, along with documentation such as patient records, x-rays, etc.

### **WHAT HAPPENS ONCE THE BOARD HAS ALL DOCUMENTATION OR INFORMATION IT NEEDS ?**

The Board reviews the complaint, licensee's response, any documentation submitted and investigative report (if applicable). Details relating to the investigation, such as the licensee's response, or statements made in connection to the investigation and review process are confidential.

If the board determines there is adequate evidence of a violation of the Missouri Veterinary Medical Practice Act and Rules the Board may refer the case to its attorney to pursue discipline on the license. The Missouri Veterinary Medical Board can seek discipline for certain specific types of conduct that are set out in the Missouri Veterinary Medical Practice Act and Rules. The Board must be able to prove the allegation(s) of the complaint with legally admissible evidence. The Board does not have the authority to order a licensee to refund fees paid by a complainant, or pay restitution or monetary damages to a complainant. Finally, complainants need to be aware that the board is not a substitute for resolving a complaint by contacting the veterinarian or obtaining legal advice from a complainant's attorney. If there is insufficient evidence of a violation of the law or regulations the board may close the complaint and send the veterinarian a letter closing the case or a letter of concern. This does not mean the Board agrees with or approves of the conduct alleged. However, the Board's jurisdiction is limited to violations of the Missouri Veterinary Medical Practice Act and Rules.

### **WHEN WILL I BE NOTIFIED OF THE BOARD'S DECISION?**

Since the Board only meets approximately four times per year, the investigation and review process (which may include personal appearances ) can take an average of 6-12 months to complete. Once again, this time period may vary depending on the length of the investigation and the nature of the complaint. You will be contacted by the Board in writing as soon as there is information to report; therefore, it is not necessary for you to call the office inquiring of the status of the complaint. Hearing nothing means the complaint is still open and being investigated.

If the Board concludes that the matter does not warrant disciplinary action, you will be notified promptly after that decision.

If the Board votes to pursue disciplinary action, you may not be notified until a public disciplinary case has been filed. If your cooperation or testimony is required in disciplinary proceedings, counsel for the Board will contact you to make arrangements.

If the final action of the Board is to impose discipline, you will be promptly informed once that action is final.

### **WHAT INFORMATION IS AVAILABLE TO THE COMPLAINANT CONCERNING A COMPLAINT?**

Section 324.001.8 of Missouri law addresses what is considered open and closed records. The law specifically states, *"All...complaints, investigatory reports, and information pertaining to any person who is an applicant or licensee of any agency assigned to the division of professional registration or department of economic development are confidential and may not be disclosed to the public or any member of the public, except with the written consent of the person whose records are involved. The agency which possesses the records or information shall disclose the records or information if the person whose records or information is involved has consented to the disclosure."* This law prohibits the board from providing information to the complainant regarding the veterinarian's response, documentation received, investigatory results, or board deliberation. If the board pursues a disciplinary action on the license, the discipline and corresponding violation of the law and regulations can be disclosed.

### **WHAT IS A DISCIPLINARY ACTION?**

Disciplinary action may include censure, denial of an application for licensure, probation, suspension, or revocation of the license. Also, the board may impose conditions relating to a probated license such as continuing education, drug screening, counseling, etc.

### **HOW DOES DISCIPLINE AFFECT A VETERINARIAN'S ABILITY TO PRACTICE?**

If the discipline is censure or probation, the veterinarian may continue to practice. If the Board suspends the license for a period of time, the veterinarian shall not practice until the period of suspension is completed. A licensee shall not practice while their license is revoked.

### **IS DISCIPLINARY ACTION PUBLIC INFORMATION?**

The disciplinary order or agreement is public information and a copy can be obtained by contacting the board office. Also, the board reports disciplinary actions to a national database.