

Formal Complaint about a Veterinary Practitioner

General information

Complaints are considered under the [Veterinary Practice Act 2018](#).

The ACT Veterinary Practitioners Board consults with the ACT Human Rights Commission (Health Services Commissioner) in consideration of all complaints against veterinary practitioners.

Part A: Details of person lodging complaint

Complainant Contact Details

Name			
Title	<input type="text"/>		
Given name(s)	<input type="text"/>		
Family name	<input type="text"/>		
Address			
Street no. and name	<input type="text"/>		
Suburb	<input type="text"/>		
State or Territory	<input type="text"/>	Postcode	<input type="text"/>
Phone numbers			
Mobile	<input type="text"/>	Work	<input type="text"/>
		Daytime	<input type="text"/>
Email address	<input type="text"/>		

Veterinary Client (if same as complainant write 'as above')

Name			
Title	<input type="text"/>		
Given name(s)	<input type="text"/>		
Family name	<input type="text"/>		
Address			
Street no. and name	<input type="text"/>		
Suburb	<input type="text"/>		
State or Territory	<input type="text"/>	Postcode	<input type="text"/>
Phone numbers			
Mobile	<input type="text"/>	Work	<input type="text"/>
		Daytime	<input type="text"/>
Email address	<input type="text"/>		

Animal Details

Name				
Species (e.g. dog)				
Breed				
Age	Sex		Colour	

Part B: Details of the veterinarian(s)**Veterinary Practitioner's Contact Details**

Name				
Given name(s)				
Family name				
Address				
Practice name				
Street no. and name				
Suburb				
State or Territory		Postcode		
Phone numbers				
Mobile/phone				

If you are complaining about more than 2 veterinarians please attach additional contact details as per above

Other Treating Veterinarian Contact Details

Name				
Given name(s)				
Family name				
Address				
Practice name				
Street no. and name				
Suburb				
State or Territory		Postcode		
Phone numbers				
Mobile/phone				

Part C: Details of complaint

Please describe what happened, including dates, only entering details relevant to the alleged professional misconduct you are reporting.

Part C: Details of complaint (Summary)

Please summarise your main concern(s) in relation to this complaint

1.	
2.	
3.	
4.	
5.	

Consent to release complaint and consent to release documents to the Board

Please provide your permission to release the complaint to the treating veterinarian/s in order to allow them to understand the nature of the complaint and make an informed response.

If you agree to release the complaint, the named veterinarian/s will be provided a full copy of the complaint, including your identity.

If you do not agree to release the complaint only a general outline, without identification of yourself, others or the animals involved, will be forwarded for response. It should be noted this may not address the full merits of the complaint

Do you agree to release of the complaint to the treating veterinarian/s? Yes No

Please provide your permission for all veterinarians responsible for the treatment of your animal to release copies of all documents and information relating to the treatment of your animal to the ACT Veterinary Practitioners Board in order to assist its investigation of this complaint.

Do you agree to release of the relevant documents to the ACT Veterinary Practitioners Board? Yes No

Outcome sought (to assist us in directing your complaint)

The ACT Veterinary Practitioners Board's role is to assess whether a veterinarian's conduct meets the standards set by the Veterinary Practice Act 2018 and the Code of Professional Conduct.

We cannot require a veterinarian to pay compensation, refund fees, or provide other civil remedies. Those matters are handled by other agencies such as the ACT Human Rights Commission (HRC).

Please indicate your preferred outcome. This will help us determine whether your concerns are best handled by the Board, the HRC, or both. Your request will be considered as part of our process, but any decision we make will be based on our statutory role.

What outcome would you like to see?(tick all that apply)

- Regulatory assessment of conduct / possible disciplinary action
- Referral to another body (e.g. HRC) for fee or service complaint
- Other (please specify): _____

Note: This information may be shared with the veterinarian(s) you have named, to allow them to understand and respond to the matters raised.