



Veterinary Practitioners Registration Board of Victoria

COMPLAINT FORM

Complaints Against Registered Veterinary Practitioners in Victoria

The Veterinary Practitioners Registration Board of Victoria (the Board) investigates complaints, which are lodged against the professional conduct of registered veterinary practitioners, to achieve a higher standard for the community as a whole.

The Board cannot act on an anonymous complaint or a complaint that is not made in writing. The Board cannot investigate a complaint that falls under the jurisdiction or control of any other statutory authority or organisation.

The Board has no jurisdiction over fees charged so if your complaint is regarding fees, please contact the [Victorian Civil and Administrative Tribunal](#).

Complaint Form

Completion of this form is essential so that the Board can gather as much information as possible about the circumstances that led to this complaint. If you are unable to answer any questions, please write *unknown* or if the question is not applicable, cross it out .

Return of Completed Form

Email investigation@vetboard.vic.gov.au

Post Veterinary Practitioners Registration Board of Victoria
Level 11, 470 Collins St., Melbourne, VIC 3000

Privacy and Data Protection Policy

www.vetboard.vic.gov.au

This completed complaint form will be retained permanently in the Board's secure document storage facility. Material relating to this complaint, including correspondence with the Board, is subject to the provisions of the *Freedom of Information Act 1982* and the *Privacy and Data Protection Act 2014*.

If the complaint proceeds to a Formal Hearing, these hearings are open to the public. In such circumstances please be aware that your details may be made public unless you have requested that they remain private.

The Board's Privacy and Data Protection Policy can be accessed from www.vetboard.vic.gov.au

COMPLETING YOUR FORM

- Read all instructions
- Print clearly in BLOCK LETTERS using a black or a blue pen
- Place an X in all applicable boxes:

SECTION A: ABOUT YOU

1. What is your name?

Title (Mr/Mrs/Miss/Ms/Dr/Other)

Name

2. What is your address?

No. Street

Suburb

State Postcode

3. What are your contact details?

During business hours

Mobile

Email

4. Owner of Animal (if different to above)

Name

Address

No. Street

Suburb

State Postcode

Phone

5. What is your role in this complaint?

The animal owner

The agent of the animal owner

A friend or relative of the animal owner


A veterinary practitioner

Other (please specify below)

Please specify

6. Is this matter / complaint the subject of any other resolution process (including court or tribunal proceedings)?

No  Go to next question


Yes  Provide details of the organisation and the date you lodged the complaint below



Please note, the Board may decide not to commence an investigation if proceedings are underway in another forum.

7. If we need to speak to you will you need an interpreter?

No  Go to question 8

Yes  Please tell us which language below

8. Animal Details

Name

Species (dog, cat, horse, etc)

Breed (if known)

Sex Female Male

Desexed Yes No

Age

Colour

15. Was there a witness to the event(s)?

No  Go to question 19

Yes  Go to question 16

16. Name of the witness

17. Relationship of witness to you

18. Have you attached the witness statements to the complaint form?

Yes  Go to question 19

No  Go to question 19



Please provide any witness statement(s) in the form of a signed statutory declaration.

19. Other veterinary practitioner(s) who were involved in the care of your animal but who are not the subject of your complaint.

Veterinary practitioner's name

Name and address of Clinic

No.	Street
Suburb	
State	Postcode



Please note if you are the complainant **and** the animal owner you are required to sign **both** declarations at question 20 and question 21.

SECTION E: AUTHORITIES

PLEASE READ AND MAKE SURE THAT YOU UNDERSTAND THIS STATEMENT BEFORE SIGNING THIS DOCUMENT

20. Declaration by Complainant

Declaration

- I ask that the Board consider the issues described in this complaint form.
- I am aware that the Board may send any or all information provided to the veterinary practitioner concerned and/or other persons approved by the Board.
- I declare that all information provided is a correct and a true account.

Your Name

Your Signature

21. Declaration by animal owner or agent

Declaration

- I declare that I am the animal owner or agent and I have read the complaint form and the accompanying documentation.
- I declare the all information provided is correct.
- I give permission for the release of the clinical records to the Board. If a second/third veterinary practitioner was involved in the care of my animal I give permission for all veterinary practitioners to comment on this case.

Your Name

Your Signature

Date

22. Personal Information at a Formal Hearing

I acknowledge that should this matter proceed to a Formal Hearing, these hearings are open to the public.