College of Veterinarians of British Columbia

COMPLAINTS INVESTIGATION PROCESS



COMPLAINT (1) → **INTAKE PANEL** (2) → **INVESTIGATION** (3) → **INVESTIGATION COMMITTEE REVIEW** (4)



- An individual with a concern about the care provided by or the conduct of a veterinarian may submit a complaint to the CVBC
- More information on how to file a complaint can be found here



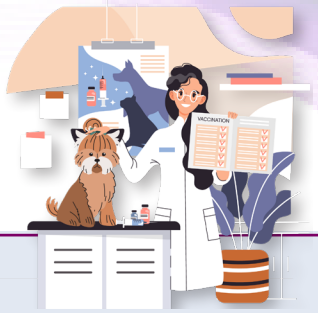
- A panel of 3 Investigation Committee members will review the complaint and decide whether it must be investigated, as required under the *Veterinarians Act*
- Possible outcomes:
  - complaint dismissed; section 52(1) of the *Veterinarians Act*
  - investigation approved; section 52(2) of the *Veterinarians Act*

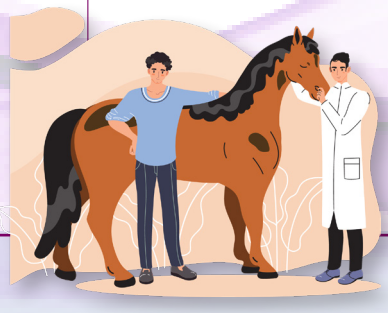


- A CVBC inspector will be appointed to gather information relevant to the complaint, including contacting the veterinarian and the complainant, and reviewing records



- The Investigation Committee will review the findings from the investigation and decide if the conduct and/or competency of the veterinarian was satisfactory





CONCERNS

NO CONCERNS ▶

- The conduct and/or competency was satisfactory.

NO SERIOUS CONCERNS ▶

- There was no harm (actual or potential) to patients, clients, or the public;
- The level of care, skill, and knowledge exercised did not interfere with the health and or well-being of the patient, clients, or the public; and/or
- There was no negative impact (actual or potential) on the public's confidence in the profession.

OUTCOME FOR COMPLAINTS WHERE THERE ARE NO CONCERNS OR NO SERIOUS CONCERNS

DISMISSAL WITH OR WITHOUT WRITTEN WARNING



MODERATELY SERIOUS CONCERNS ▶

- There was some harm (actual or potential) to patients, clients or the public;
- The level of care, skill and knowledge exercised did not or had the potential to not advance the health and/or wellbeing of the patient, client or the public; and/or
- There was a negative impact (actual or potential) on the public's confidence in the profession.

OUTCOMES FOR COMPLAINTS WHERE THERE ARE MODERATELY SERIOUS CONCERNS

REMEDIAL ACTION OR REPRIMAND WITH CONSENT

VERY SERIOUS CONCERNS ▶

- There was significant harm (actual or potential) to patients, clients or the public;
- The level of care, skill and knowledge exercised was or had the potential to be detrimental to the patient, the client or the public health or well-being; and/or
- There was a significant undermining (actual or potential) in the public's confidence in the profession.

OUTCOMES FOR COMPLAINTS WHERE THERE ARE VERY SERIOUS CONCERNS

CITATION ISSUED

For More Information:

- *Veterinarians Act*
- *The CVBC Bylaws*
- *Regulatory Definitions*

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