



DISTRICT OF COLUMBIA

Board of Veterinary Medicine

COMPLAINT REVIEW PROCESS

Complaints received by the D.C. Board of Veterinary Medicine (DCBOVM) are first referred to the Complaints Review Unit (CRU). An initial review determines whether the DCBOVM has jurisdiction over the health care professional who is the subject of the complaint and whether the conduct complained of may, if true, be a violation of law or regulation governing the practice of the health care profession. Complaints that pass the initial review are forwarded to the licensed health care provider complained of for a response. If the complaint is outside the jurisdiction or authority of the DCBOVM, or the facts as alleged are not a violation of law or regulation, no further investigation will be conducted and the case is closed.

If the DCBOVM does not have jurisdiction over a matter complained of, complaints will be referred to other agencies or departments as appropriate if they have jurisdiction or authority to address the complaint. The complaint review process may take up to 120 days before the Board comes to a determination on the matter. Once a decision is made, you will be notified in writing.

The DCBOVM is not able to advise you regarding any legal action you may intend to pursue nor does it have the legal authority to order reimbursement, awards or damages. The complaint will be shared with the health care provider named so that they may respond, but is otherwise not made available to the public outside of a formal hearing.

INVESTIGATIONS

The DCBOVM conducts a thorough investigation whenever information is received about a health care professional indicating there is a possible violation of regulation or law. The DCBOVM has as part of its support staff an investigations team. When appropriate, the investigations team conducts a comprehensive investigation and the findings and evidence are summarized in an investigative report. The investigative report is sent to the DCBOVM for action as the Board deems appropriate.