



GUIDELINES FOR LODGING A COMPLAINT REGARDING MEDICAL TREATMENT PROVIDED

A. REGULATION OF VETERINARIANS

The Agri-Food & Veterinary Authority (AVA) regulates veterinarians and assesses complaints regarding professional conduct. The client should, where possible, attempt to resolve the issue directly with the veterinarian or the veterinary manager of the clinic. If the matter cannot be resolved or if direct resolution is not appropriate, a complaint can be lodged with the AVA. The aim of investigating a complaint is to maintain appropriate standards for the profession and the community. Eligible complaints lodged are thoroughly assessed.

B. TYPES OF COMPLAINTS ASSESSED

- Issues with professional conduct

C. TYPES OF COMPLAINTS THAT ARE NOT ASSESSED

- Matters relating to the scale of veterinary fees, or disputes about fees and charges, or requesting compensation
- Matters that fall under the control of another statutory authority or an agency given specific powers under other legislation
 - For example: assault, theft, physical injuries sustained while in the vet centre etc.
- Anonymous complaints

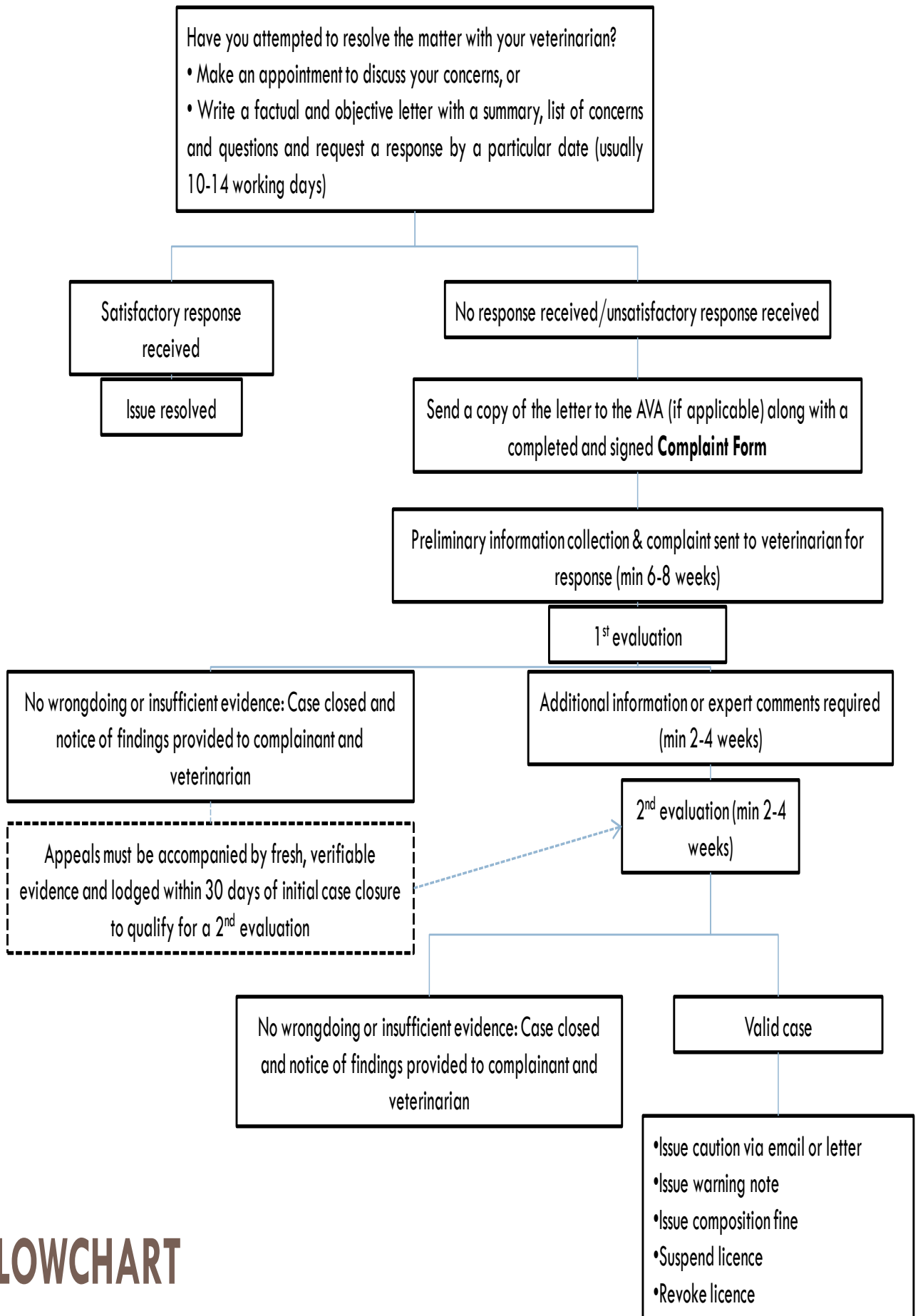
D. TIME LIMITS FOR LODGING OF COMPLAINTS

Within six (6) months after the incident.

E. POINTS TO NOTE

- Veterinarians have clinical freedom to treat animals; therefore veterinarians may have different approaches to the same problem.
- Diagnosis is not an exact science.
- In medicine the outcome of treatment or medication may not be what the owner or veterinarian would wish.

F. PROCEDURE IN LODGING A COMPLAINT



FLOWCHART