

BIENNIAL REPORT OF EXAMINING AND LICENSING BOARDS

(MS 1992, SECTION 214.07)

BOARD: Veterinary Medicine

LOCATION: 717 Delaware Street S. E., Department of Health Bldg.
Minneapolis, Minnesota 55414

STATUTORY AUTHORITY: 156

REPORT PERIOD: _____ To: _____

SUBMITTED BY: Glen H. Nelson, DVM, Executive Secretary 12-23/85
Name Title Date

Statutory authorization for supplement:

Laws Minnesota 1985, Chapter 247, Section 24

Copies of this report shall be delivered to: (A) the Legislature in accordance with Section 3.195 (1 copy to the Secretary of the Senate, 1 copy to the Chief Clerk of the House of Representatives and 10 copies to the Legislative Reference Library); (B) the Governor; and (C) Commissioner of Administration. Each health-related board shall also deliver a copy of their report to the Board of Health.



**STATE OF MINNESOTA
BOARD OF VETERINARY MEDICINE
ROOM 337
717 DELAWARE STREET S.E.
MINNEAPOLIS, MINNESOTA 55414**

PHONE: 612-623-5388

**COMPLAINT PROCEDURES
BOARD OF VETERINARY MEDICINE**

The Board of Veterinary Medicine processes written complaints as follows:

1. The complaint is acknowledged in writing usually by return mail. See attachment A for a copy of the acknowledgment form.
2. Requests for complaint forms are mailed by return mail whenever possible. See attachment B.
3. Complainants are periodically updated on status of complaint.
4. All letters to complainants are prepared by our legal counsel, Special Assistant Attorney General, and signed by the Executive Director. See example in attachment C.
5. The Board of Veterinary Medicine has a Complaint Review Panel consisting of 2 board members including one public member and one veterinarian; the Executive Director and the Special Assistant Attorney General assigned to this board.

Every complaint received is copied and sent to the four panel members for their evaluation. The Attorney General determines jurisdictional authority. The panel then convenes approximately six times per year, more if necessary, for decisions on the complaints. Upon final disposition of a complaint which does not result in disciplinary action the complainant receives a letter stating that the complaint has been dismissed and giving reasons why. This letter is prepared by the Attorney General and signed by the Executive Director. See Attachment C.

Upon final disposition resulting in disciplinary action taken by the board, the order for disciplinary action is public information. The Attorney General prepares a response to the complainant in all cases.





"Attachment A"

STATE OF MINNESOTA
BOARD OF VETERINARY MEDICINE
ROOM 337
717 DELAWARE STREET S.E.
MINNEAPOLIS, MINNESOTA 55414

PHONE: 612-623-5388

(Date)

Dear _____

We are in receipt of your letter of complaint against _____, dated (date).

Your letter has been given to the Complaint Panel of the Board of Veterinary Medicine and you will be apprised of their findings.

Please be advised that it generally takes six to twelve months before a definite judgement can be made concerning your complaint. As I am sure you will understand those complaints referred to the Attorney General's Office which create an imminent risk of harm to human patients are usually processed first. Also the Board is comprised of veterinarians actively engaged in private practice and public members who meet 4 to 6 times per year and address complaints then.

Thank you for caring enough about the provision of veterinary services and the consuming public to submit your complaint.

Sincerely yours,

Glen H. Nelson, DVM
Executive Director

GHN:MN

cc: Complaint Panel
Assistant Attorney
General

717 Delaware Street S.E.
Minneapolis, Minnesota 55414

COMPLAINT REGISTRATION

Complainant's Name: _____ Subject of Complaint: _____

Address: _____ Address: _____

City, State, Zip Code: _____ City, State, Zip Code: _____

Telephone Numbers: _____ Telephone Number: _____

Home: () _____ () _____

Work: () _____

I understand that pursuant to the Minnesota Data Privacy Act, the information submitted in this form is non-public private information. This information, which I am not legally required to submit, is offered so that the Board may properly and thoroughly evaluate and investigate this complaint, and if necessary, submit this information in any legal proceeding. Recognizing the Board's need to verify and, if necessary, legally pursue this complaint, I authorize the Board, its agents, and/or agents of the Attorney General's Office representing the Board to disclose this information to those whom they reasonably believe have a need to know.

Statement of Complaint
(Use additional paper if necessary)



ATTACHMENT "C"

STATE OF MINNESOTA
BOARD OF VETERINARY MEDICINE
ROOM 337
717 DELAWARE STREET S.E.
MINNEAPOLIS, MINNESOTA 55414

PHONE 612-623-5388

(date)

Dear _____

The Minnesota Board of Veterinary Medicine's Complaint Review Committee has reviewed your complaint against (name). The Statutory provisions applicable to this situation are contained in Minn. Stat. 156.081, subd. 2, 11, and 14 (1982). These subdivisions give as grounds for disciplinary action "habitual conduct reflecting unfavorably on the profession of veterinary medicine" and "incompetence".

It is difficult, in our judgement, to prove "habitual" conduct on the basis of one complaint, nor is it likely that one instance of a mistake in judgment in the treatment of an animal could constitute "incompetence".

Therefore, we have determined that this complaint standing alone does not allege facts sufficient to constitute grounds for disciplinary action against the involved veterinarian. The Board will, however, retain this complaint in its files.

I would like to thank you for bringing this matter to the attention of the Board. Since the Board does not maintain a "police force" to monitor the activities of veterinarians, it is only through actions of concerned people like yourself that possible grounds justifying disturbing a veterinarian's license may come to light.

Sincerely yours,

Glen H. Nelson, DVM
Executive Director

GHN:mn
cc: Complaint Panel
Assistant Attorney
General