

INSTRUCTIONS: Please complete all sections of the complaint form. Attach a detailed statement of facts related to the complaint. Please print or type on only one side of each sheet and attach copies of any documents pertinent to the complaint.

The complaint must be specific and must be against a particular veterinarian (DVM) or veterinary technician (RVT) over whom the Board has jurisdiction (i.e., someone licensed by the Board). If the complaint involves more than one licensee, please fill out a separate complaint form for each.

Return the completed complaint form, detailed statement and any other documents to:

New Mexico Board of Veterinary Medicine
7301 Jefferson St. N.E. Suite H
Albuquerque, New Mexico 87109

PROCESS: A written, signed complaint begins a structured process. A letter of acknowledgement will be sent to you upon receipt of the complaint. A complaint file is opened and assigned a complaint number. Your complaint and all other materials attached will be sent to the licensee (respondent) indicating a complaint has been filed. The respondent has ten days from the date he/she receives the complaint to reply. Upon receipt of the reply, the complaint file will be submitted to the investigator for examination. The investigator may contact you to request additional information. A complaint committee will review all materials and findings and prepare a recommendation. The recommendation will be submitted to the full Board for their determination at one of their regularly scheduled quarterly meetings. The committee's recommendation and the Board's determination are based on the merits of the case. The name of the complainant and respondent are not provided to the Board or used in the discussion of the complaint. If the decision is to dismiss the complaint for no violation of the Veterinary Practice Act, the complaint and information collected will remain confidential. If the decision is to pursue disciplinary action against the respondent, the complaint will become public in accordance with the Inspection of Public Records Act. Upon the Board's determination, you will be notified in writing within ten (10) days of the decision.

Please keep in mind that complaint investigations focus on licensure and fitness of the licensee to practice. In accordance with the Veterinary Practice Act 61-14-13A., the Board may reprimand, place on probation, enter into a stipulation, impose a fine, deny, suspend or revoke a license if disciplinary action is warranted.

The Board of Veterinary Medicine can only take disciplinary action for violations of the State's Veterinary Practice Act. The Veterinary Practice Act is available at the Board's website: www.NMBVM.org. **The Board does not have jurisdiction over fee or billing disputes.** If you seek monetary restitution, consider filing a complaint with the Consumer Protection Division of the Office of the Attorney General, consulting an attorney, or filing a case in Small Claims Court.

GENERAL INFORMATION ABOUT THE BOARD OF VETERINARY MEDICINE and its responsibilities for complaints, investigations, and discipline:

The Board of Veterinary Medicine is the state agency authorized by state law (the Veterinary Practice Act) to "conduct investigations necessary to determine violations of the Veterinary Practice Act and discipline persons found in violation," among other Board duties specified in the Practice Act. (Other duties include examination and licensing of veterinarians and technicians and regulation of veterinary facilities.)

The Board's disciplinary processes are governed by the state's Uniform Licensing Act (ULA), which applies to all of the state's professional regulatory/licensing boards. The ULA gives the Board no more than two years from the date the Board first receives a complaint to take legal action (if legal action is warranted) against whom the complaint is made. However, most cases are completed much sooner. The ULA outlines "due process" steps the Board must follow in taking any formal disciplinary action.