



State of New Mexico

# Board of Veterinary Medicine



MICHELLE LUJÁN GRISHAM  
Governor

Lawrence D. Young, DVM  
Chair



Deborah L. Schenk  
Executive Director and  
CFO

## COMPLAINT

(TYPE OR PRINT LEGIBLY)

**(Instructions, the investigation process and the legal role and responsibilities of the Board of Veterinary Medicine are located on the reverse of form.) DO NOT STAPLE ATTACHMENTS, SINGLE-SIDED ONLY.**

<b>Complaint No.</b> _____ <b>(Number assigned by Board)</b>			
<b>COMPLAINANT</b>			
NAME(S)		OWNERSHIP	
		I AM: [ ] OWNER [ ] OTHER	
ADDRESS			
CITY		STATE	ZIP
HOME PHONE	WORK PHONE	EMAIL ADDRESS	
<b>RESPONDENT (Veterinarian or Veterinary Technician)</b>			
NAME (must be a specific licensee, such as a DVM or technician, and not simply the clinic itself)			
ADDRESS			
CITY		STATE	ZIP
OFFICE PHONE	fax		

Date(s) incident occurred: \_\_\_\_\_

Did you communicate this complaint to the veterinarian or staff? [ ] yes [ ] no

Date that you last communicated with the veterinarian or staff regarding this complaint: \_\_\_\_/\_\_\_\_/\_\_\_\_

Was this communication:

[ ] person to person

[ ] by telephone

[ ] by written communication (please provide copies, if applicable).

Name, address and telephone number of any other veterinarians who have given care to the pet for this problem: \_\_\_\_\_

Description of your pet: Name: \_\_\_\_\_ Species \_\_\_\_\_  
Breed \_\_\_\_\_ Age \_\_\_\_\_ Weight \_\_\_\_\_ Male/Female \_\_\_\_\_

By signing this Complaint form, I declare that the information contained herein is true and accurate to the best of my knowledge. I understand that a copy of this Complaint and any additional information attached to this Complaint will be sent to the Respondent of this complaint.

\_\_\_\_\_  
SIGNATURE DATE

**INSTRUCTIONS:** Please complete all sections of the complaint form. Attach a detailed statement of facts related to the complaint. **DO NOT STAPLE ATTACHMENTS, SINGLE-SIDED ONLY.** Please print or type on only one side of each sheet and attach copies of any documents and materials 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., a licensee 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 and materials 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 the complainant upon receipt of the complaint. A complaint file is opened and assigned a complaint number. The complaint and all other materials attached will be sent to the respondent (licensee) indicating a complaint has been filed. The respondent has ten days from the date he receives the complaint to reply. Upon receipt of the reply, the complaint file will be submitted to the investigator for examination. The investigator will contact you and other parties to the complaint.\* A complaint committee will review all materials and findings and prepare a recommendation to be submitted to the full Board for its determination at one of its regularly scheduled quarterly meetings. The committee's recommendation and the Board's determination are based on the merits of the case. The names of the complainant and respondent are not provided to the Board or used in the discussion of the complaint by the Board. If it is the Board's decision to dismiss the complaint finding no violation of the Veterinary Practice Act, the complaint and information collected will remain confidential. If it is the Board's decision to pursue disciplinary action against the respondent, the complaint will become public information in accordance with the Inspection of Public Records Act. Upon the Board's determination, the complainant and respondent will be notified in writing within ten (10) days of its decision.

**Please keep in mind** that complaint investigations focus on licensure and fitness of the licensee to practice veterinary medicine. 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](http://www.NMBVM.org). **The Board does not have jurisdiction over fee or billing disputes.** If you seek monetary restitution, consider consulting an attorney or filing a case in a court of law.

**GENERAL INFORMATION ABOUT THE BOARD OF VETERINARY MEDICINE** 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 licensure of veterinarians, veterinary 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 allows 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 the licensee named in the complaint. However, most cases are completed much sooner. The ULA outlines "due process" steps the Board must follow in taking any formal disciplinary action.

7301 Jefferson St. NE, Ste. H • Albuquerque, NM 87109-4363 • Phone (505) 553-7021 • [www.bvm.nm.gov](http://www.bvm.nm.gov)

**\*The Board, at its discretion, upon review of any complaint or complaints, may forward any complaint or complaints to the New Mexico Attorney General Office for handling.**