

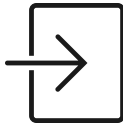


# Complaints and the Investigation Process

The Nevada Veterinary Board was created in 1919 by the Nevada State Legislature for the protection of the public and their animals. It is composed of eight members appointed by the Governor. The rules and regulations promulgated by the Board and the Nevada Legislature can be found in Chapter 638 of the Nevada Revised Statutes (NRS) [leg.state.nv.us/nrs/nrs-638.html](http://leg.state.nv.us/nrs/nrs-638.html) and Nevada Administrative Code (NAC) [leg.state.nv.us/nac/nac-638.html](http://leg.state.nv.us/nac/nac-638.html)

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Step 1



## A Complaint is Submitted...

Complaints can be submitted by consumers/pet owners, licensees or practice employees, and other states agencies. When submitting a complaint, it is important to include as much relevant information as possible, including names, dates, times, and documentation when available. You will have an opportunity to speak to the investigator later in the investigative process. The complaint form can be found [here](#).

Step 2



## Collecting Information

Once a complaint is received, notice is sent to the subject of the complaint to provide a response and medical records. Requests for medical records are also sent to other treating veterinarians or hospitals to ensure that the investigation is throughout and shows a full picture of patient care.

Step 3



## Investigation and Assessment

The investigator takes all medical records, diagnostics imaging, statements, invoices, and other documentation and drafts a report-called a complaint assessment. The investigator will also reach out to the consumer/pet owner, licensed staff, and other relevant witnesses to conduct interviews regarding the case.

Step 4



## Committee Review and Ruling

The case review (medical records, complaint assessment, and interview information) is redacted to ensure the ruling is made without prior knowledge of licensees. The committee may rule on a case by dismissal or disciplinary action. The committee may also request more information to be represented to the committee at the next meeting. Committees meet monthly, and all parties will be notified following the committee ruling.

Step 5



## Possible Actions

Dismissed cases remain confidential and are closed. For disciplinary actions, staff will draft the proposed letter of reprimand to present to the licensee for settlement. If the licensee agrees to the terms, the reprimand will be reviewed by the full Board and will go into affect following the Board's vote to accept the reprimand. If a licensee does not choose to accept the settlement offer, the case proceeds to hearing. If a hearing goes forward, the consumer is noticed to attend and provide testimony. Settled discipline is publicly available on the Board website.

