

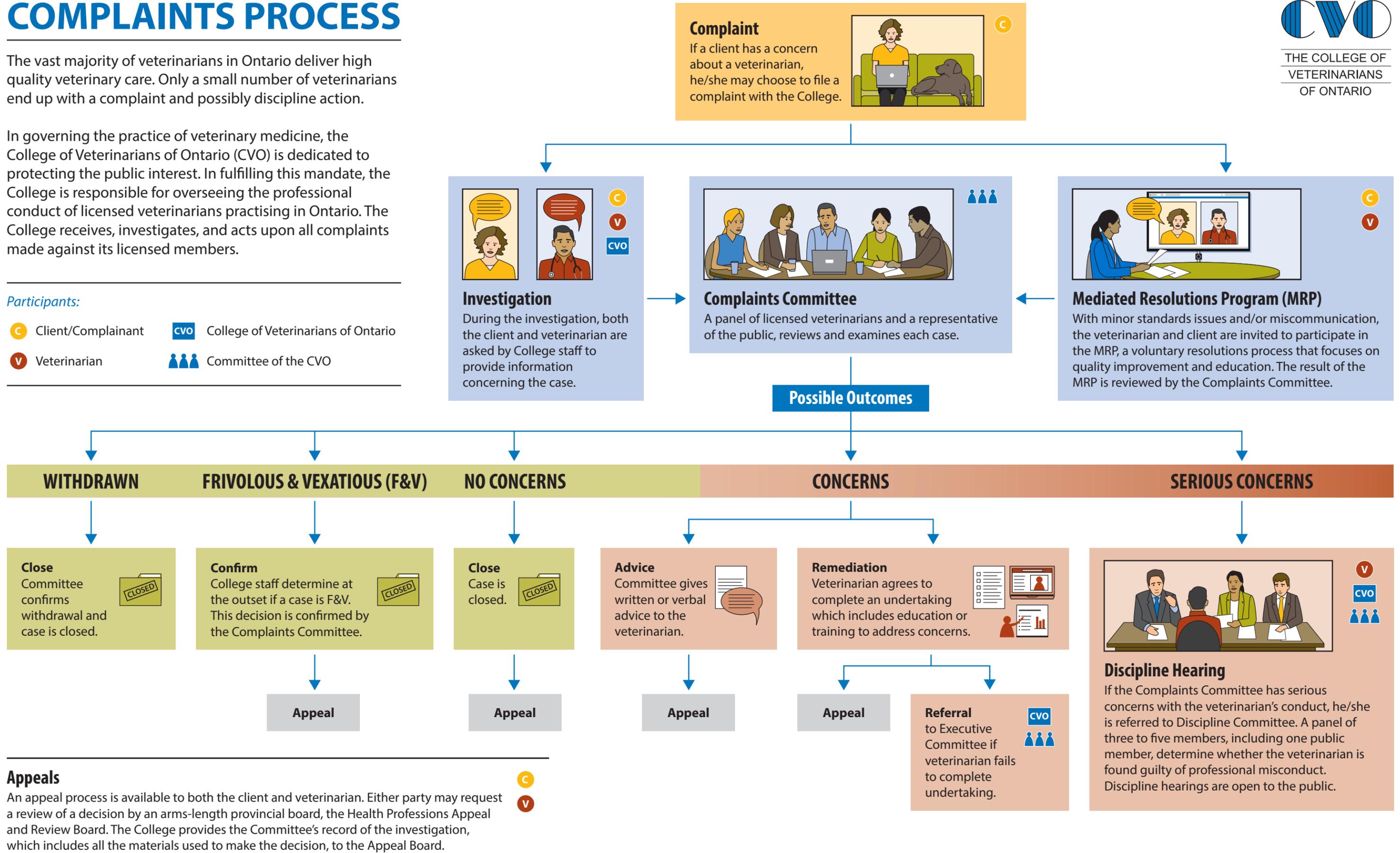
COMPLAINTS PROCESS

The vast majority of veterinarians in Ontario deliver high quality veterinary care. Only a small number of veterinarians end up with a complaint and possibly discipline action.

In governing the practice of veterinary medicine, the College of Veterinarians of Ontario (CVO) is dedicated to protecting the public interest. In fulfilling this mandate, the College is responsible for overseeing the professional conduct of licensed veterinarians practising in Ontario. The College receives, investigates, and acts upon all complaints made against its licensed members.

Participants:

- C Client/Complainant
- V Veterinarian
- CVO College of Veterinarians of Ontario
- 👤👤👤 Committee of the CVO



Appeals

An appeal process is available to both the client and veterinarian. Either party may request a review of a decision by an arms-length provincial board, the Health Professions Appeal and Review Board. The College provides the Committee's record of the investigation, which includes all the materials used to make the decision, to the Appeal Board.