

Reports directly to Executive Director.

A. Conduct investigations of formal written complaints filed with the Board of Veterinary Medicine against persons who are licensed and regulated by the Board. Investigations shall include but are not limited to:

1. A thorough examination of the complaint, response and supporting documents.
2. A review of all appropriate case (clinical) records.
3. Thoroughly interviewing, telephonically or in person, the complainant, the respondent and any other person(s) directly involved in the complaint.
4. A thorough research of current veterinary literature and practices as well as consultation(s) with experts in the field, if required.
5. Collect information pertinent to complaints as directed by complaint review committee and Board.

B. Preparation of a written report on the findings of each complaint for presentation to the complaint review committee. The written report shall be in the following format:

1. Complaint Synopsis.
2. Complainant's Position.
3. Respondent's Position.
4. Summary.

C. Provide written investigation reports to Executive Director as completed or at the least, two weeks prior to the complaint review committee meeting.

D. Two weeks prior to each Board meeting, meet in Board office with the Executive Director and complaint review committee member(s) to review complaints and Investigator's findings to be presented at regularly scheduled Board meetings and/or special meetings. Investigation reports will be approved by the committee for inclusion in the Board book.

E. Along with complaint review committee members, present the complaints, reports and the committee's recommendations without identification of the complaint parties to the Board for consideration at regularly scheduled Board meetings and/or special meetings.

F. Investigation services will be performed statewide.

G. Conduct a one-hour continuing education class for veterinarian and veterinary technician examinees at state examinations administered in May. Contractor will use teaching materials provided by Agency. The classes will be held at examination venue.