



KENTUCKY BOARD OF VETERINARY EXAMINERS

107 Corporate Drive, Second Floor, Frankfort, KY 40601

Office: 502-782-0273 • Fax: 502-695-5887

kybve.com • vet@ky.gov

Grievance Form

OFFICIAL USE ONLY

Instructions: This form must be completed by an individual or entity seeking to file a grievance with the Kentucky Board of Veterinary Examiners under KRS Chapter 321.

I. Contact Information					
First Name	Last Name	Phone Number			
Email Address					
Address Type	Street	City	ST	Zip	County
Mailing Address					

II. Patient Information, if applicable		
Name of Animal	Animal Type (e.g., dog, cat, horse, etc.)	Animal Breed

III. Information on Individual who Grievance is About			
First Name	Last Name	License Number*	Phone Number
Business Name			
Street Address		City	State
			Zip

*License numbers may be looked up online at http://oop.ky.gov/lic_search.aspx.

IV. Person(s) able to Provide Additional Information			
First Name	Last Name	Phone Number*	Type of Information

Submit Complete Form to:
Kentucky Board of Veterinary Examiners
107 Corporate Dr, Second Floor
Frankfort, Kentucky 40601



V. Summary of Grievance

Provide a narrative of your grievance. Be as specific as possible regarding names, dates, locations, and action(s) which you believe to be improper, unethical, or unprofessional. Write legibly. Attach additional pages as necessary.

[Empty box for writing the summary of grievance]

VI. Supporting Documentation

Please attach copies of any documents pertaining to your grievance. Documents may include copies of medical records, invoices, paid receipts, pictures, etc. Provide a brief list and description of each document below. If you are unable to obtain medical records, please sign and attach the "Authorization for the Release of Medical Records" form at www.kybve.com/forms.html.

[Empty box for listing supporting documentation]

By signing this Grievance Form, I hereby certify that the information is complete and true to the best of my knowledge.

Signature: _____ Date: _____



Electronic submissions preferred:
Vet@ky.gov

Send paper forms to:
Kentucky Board of Veterinary Examiners
107 Corporate Drive, Second Floor
Frankfort, KY 40601

Submit Complete Form to:
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A Summary of the Grievance Process

What are your rights?

Everyone has a right to expect a professional standard of care and conduct from a veterinarian. If you believe a veterinarian, licensee or certificate holder of the Kentucky Board of Veterinary Examiners (KBVE), or other unlicensed individual (collectively, the “respondent”) has violated Kentucky statutes or regulations, you (the “complainant”) may send a written grievance by completing and submitting a Grievance Form to the Board. As the body responsible for regulating veterinary medical professions in the Commonwealth and protecting the public and animals in matters related to veterinary medicine, the KBVE will review each grievance and take appropriate action in accordance with KRS Chapter 321 and associated regulations in 201 KAR Chapter 16.

How does the grievance process work?

Grievances that have been received in writing at the KBVE office will be acknowledged by letter. In accordance with 201 KAR 16:610, a copy of the entire grievance will be sent to the respondent for a reply. The grievance and response will then be reviewed by the KBVE Complaints Screening Committee at a meeting subsequent to the receipt of the reply.

Not every grievance results in disciplinary action by the Board. If there appears to be no violation of KRS Chapter 321 and associated regulations, the complainant will receive notification from the Board of case dismissal. Such a dismissal does not prevent civil or criminal actions by the complainant.

If the Committee believes a law may have been violated, an investigation will take place and the Committee will make a recommendation of an action to the KBVE. Further, if the Board files formal charges against a respondent as a result of the investigation, an administrative hearing may be held, similar to a court trial, and it is open to the public. A formal hearing involves lawyers, a court reporter, a hearing officer, and witnesses. If the Board finds that the respondent has not met the prescribed standard of care and conduct, it has the authority to impose penalties ranging from a reprimand to a suspension or loss of a license. If the Board orders a specific sanction, the respondent has the right to appeal the decision to a court of law thereby resulting in a delay in the decision becoming final.

Please note that the Board does not have the authority to order a respondent to pay money to a complainant for damages as a result of any loss he or she may have experienced. Only a court of law which has jurisdiction over the subject matter of such cases has the authority to award compensation for an injury or loss. To find out more about such remedies, please consult a private attorney.

What timeline and actions might I expect from filing a grievance?

The grievance process is a detailed and careful one, and a complainant should expect that the process will take a significant amount of time (4-6 months, at a minimum). In order for disciplinary action to occur, there must be a violation of the laws governing veterinary medicine in Kentucky (KRS Chapter 321, and 201 KAR Chapter 16).

In the event of a formal hearing, the complainant may be subpoenaed as a witness to provide testimony regarding the case. In this event, the legal counsel assigned to KBVE will assist the complainant in preparing for the hearing.

While you may have an opinion regarding the process and outcome of processing a grievance, please remember that the decisions to dismiss, settle a case, or propose disciplinary measures are solely the decision of the KBVE operating under the guiding restrictions of Kentucky laws and regulations, which are subject to review by the courts.

What becomes part of the public record?

If the KBVE files formal charges or takes formal action against a respondent, most portions of the investigative file will become “public record” under the Kentucky Open Records Act, meaning that the documents can be viewed by any individual who requests in writing to do so. The record may include your written grievance, transcripts, or reports of interviews, letters, and other reports. All testimony and evidence admitted in a formal hearing have the status of public record as well.

