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**Rules of  
Department of Economic  
Development**

**Division 270–Missouri Veterinary Medical Board  
Chapter 7–Disciplinary Proceedings**

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**Title 4—DEPARTMENT OF  
ECONOMIC DEVELOPMENT  
Division 270—Missouri Veterinary  
Medical Board**

**Chapter 7—Disciplinary Proceedings**

**4 CSR 270-7.010 Public Complaint  
Handling and Disposition Procedure**

*AUTHORITY: sections 340.282, RSMo Supp. 1992 and 620.010.15., RSMo Supp. 1990.\* Original rule filed Nov. 4, 1992, effective July 8, 1993.*

*\*Original authority: 340.282, RSMo 1992; and 620.010.15., RSMo 1973, amended 1981, 1983, 1986, 1989, 1990.*

*PURPOSE: This rule establishes a procedure for the receipt, handling and disposition of public complaints pursuant to the mandate of section 620.010.15(6), RSMo.*

(1) All complaints shall be made in writing on an official complaint form available from the board office and shall fully identify the complainant by name and address. Oral or telephone communications will not be considered or processed as complaints. The person making these communications will be asked to file a written statement.

(2) Complaints shall be mailed or delivered to the following address: Missouri Veterinary Medical Board, P.O. Box 633, Jefferson City, MO 65102. Complaints may be based upon personal knowledge or beliefs based on information received from other sources. The executive director or any board staff member may file a complaint pursuant to this rule in the same manner as any member of the public.

(3) Each complaint received under this rule will be maintained by the board. The complaint file will contain a record of each complainant's name and address; the name and address of the subject(s) of the complaint; the date each complaint is received by the board; a brief statement of the complaint, including the name of any person injured or victimized by the alleged acts or practices; a notation whether the complaint resulted in its dismissal by the board or formal charges being filed with the Administrative Hearing Commission and the ultimate disposition of the complaint. This complaint file shall be a closed record of the board.

(4) Each complaint received under this rule shall be acknowledged in writing. The complainant shall be notified of the ultimate disposition of the complaint.

(5) This rule shall not be deemed to limit the board's authority to file a complaint with the Administrative Hearing Commission charging a licensee with any actionable conduct or violation. The complaint filed by the board need not be limited to the acts charged in a public complaint.



STATE OF MISSOURI  
VETERINARY MEDICAL BOARD  
OFFICIAL STATEMENT OF COMPLAINT

P O Box 633  
Jefferson City, MO 65102  
(314) 751-0031

**INSTRUCTIONS**

1. Provide the full name and address of the veterinarian against whom you are filing this complaint.
2. Type or Print. If printed, please use black ink. Attach copies of all bills, records, correspondence, contracts, patient records or other documents which would substantiate your complaint.
3. State the facts briefly and clearly and note specific violations of the law.
4. Provide the full names and addresses of all witnesses who can verify the facts alleged.
5. Sign and return this form to the address listed above.

**NOTICE TO COMPLAINANT**

Both the complaint and any information obtained as a result of the investigation thereof shall be considered a closed record and shall not be available for inspection by the general public. However, a copy of the complaint and any attachments thereto shall be provided to any licensee who is the subject of the complaint, at the discretion of the board, or to the licensee, or his legal counsel, upon written request to the Board.

YOUR NAME

ADDRESS (STREET, P. O. BOX, CITY, STATE, ZIP CODE)

**SUBJECT OF COMPLAINT**

NAME

TELEPHONE NUMBER

ADDRESS (STREET, P. O. BOX, CITY, STATE, ZIP CODE)

**DETAILS OF COMPLAINT**

ATTACH ADDITIONAL SHEETS IF NECESSARY

**CONSULTING VETERINARIAN and/or WITNESS**

NAME

TELEPHONE NUMBER

ADDRESS

NAME

TELEPHONE NUMBER

ADDRESS

I hereby affirm under penalties of perjury that the foregoing information which I have supplied is true and accurate to the best of my knowledge, information and belief.

SIGNATURE OF COMPLAINANT

DATE

NOTARY PUBLIC EMBOSSEER OR BLACK RUBBER STAMP SEAL

STATE

COUNTY (OR CITY OF ST. LOUIS)

SUBSCRIBED AND SWORN BEFORE ME, THIS

DAY OF

19

USE RUBBER STAMP IN CLEAR AREA BELOW

NOTARY PUBLIC SIGNATURE

MY COMMISSION EXPIRES

NOTARY PUBLIC NAME (TYPED OR PRINTED)

#### **4 CSR 270-7.020 Revocation of Temporary or Provisional License**

*PURPOSE: This rule sets forth the procedure to be used for revocation of temporary licenses under section 340.250, RSMo.*

(1) All proceedings instituted or conducted by the board, or both, in regard to the revocation of temporary or provisional licenses as authorized under section 340.250, RSMo shall be handled in accordance with the provisions as set forth under Chapter 536, RSMo as a contested case.

(2) Nothing contained under section (1) shall preclude the informal disposition of contested cases by stipulation, consent order or agreed settlement.

*AUTHORITY: sections 340.210 and 340.250, RSMo 2000.\* Original rule filed Nov. 4, 1992, effective July 8, 1993. Amended: Filed April 13, 2001, effective Oct. 30, 2001.*

*\*Original authority: 340.210, RSMo 1992, amended 1993, 1995, 1999; and 340.250, RSMo 1992, amended 1999.*

#### **4 CSR 270-7.030 Automatic Revocation of License**

*PURPOSE: This rule sets forth the procedure to be used for the automatic revocation of licenses under section 340.274, RSMo.*

(1) All proceedings conducted by the board in regard to the automatic revocation of licenses as authorized under section 340.274, RSMo shall be handled in accordance with the provisions as set forth under Chapter 536, RSMo as a contested case.

(2) Nothing contained under section (1) shall preclude the informal disposition of contested cases by stipulation, consent order or agreed settlement.

*AUTHORITY: sections 340.210 and 340.274, RSMo Supp. 1992.\* Original rule filed Nov. 4, 1992, effective July 8, 1993.*

*\*Original authority: 340.210, RSMo 1992, amended 1993, 1995, 1999; and 340.274, RSMo 1992.*