



Filing A Complaint

Concerning the Professional Conduct of an
Ontario Registered Veterinary Technician



ONTARIO
ASSOCIATION OF
VETERINARY
TECHNICIANS

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The Complaints Process: Step-by-Step

- 1. Submit your written complaint to the OAVT Registrar using the online form on the OAVT website.** Include accurate descriptions of specific actions and detailed events will provide the OAVT with the information required further investigate the claims. Be sure to include names, dates, locations, invoices, and animal/patient medical files with your complaint. There is a checklist included in this brochure to outline these details. The OAVT will contact other parties involved once all the information is submitted and is in order.
- 2. The RVT defendant responds to your complaint in writing.** The OAVT clearly identifies and confirms each issue with you (the complainant). At this stage, the OAVT affords the RVT an opportunity to read and respond to the complaint in writing.
- 3. Review the RVT defendant's response to your complaint.** You will receive a copy of the response submitted by the RVT. Upon receipt of this response, you may choose to:
 - Draft a final written response
 - Take no action (process continues)If you decide to draft a final written response, it will be included in the complaint file.
- 4. Your complaint file proceeds to the OAVT Complaints Committee.** The OAVT Complaints Committee receives every complaint that involves a Registered Veterinary Technician licensed in the province of Ontario. The role of the OAVT Complaints Committee is to scrutinize each claim. After review, it delivers a decision directing the OAVT on the next course of action.
- 5. A ruling is made.** The OAVT Complaints Committee may elect to:
 - Take no further action.
 - Require the RVT to receive a formal caution.
 - Direct the complaint to the OAVT Discipline Committee.
 - Direct the complaint to the Fitness to Practice Committee.

Alternatively, the committee may elect upon an action tailored to the complaint. Any decisions of the OAVT Complaints Committee will remain permissible under OAVT By-laws.

After concluding the investigation, the OAVT Complaints Committee will produce a written decision. This concluding document will explain the ruling. The OAVT forwards copies of the decision to the complainant and respondent.



Who Can I Talk to?



The OAVT Registrar is the individual that you should speak with in regards to complaints or concerns involving Registered Veterinary Technicians in Ontario. To contact the OAVT Registrar, call 1-800-675-1859

Submit your written complaint and all accessory documents using the online form:
<https://oavt.org/about/complaints/>

An Open and Transparent Process

Under the authority of the OAVT Act (Bill Pr3, 1993), the Ontario Association of Veterinary Technicians is mandated to promote, maintain and regulate the professional standards of its members. This mandate includes the establishment of a complaints committee to screen complaints made against members of the Association. This publication is designed to assist you as a member of the public wishing to file a complaint against an RVT member of the OAVT.

One crucial responsibility of the OAVT is to act in the best interest of the public.



FAQS

What do I need to include in my complaint?

Complete complaints contain a detailed account of the event or the action(s) that you wish the OAVT to review. Details in your complaint should include the RVT defendant's name, the veterinarian's name, and all relevant dates.

What details do you need to know about my animal?

A full description of your animal including their name, breed, sex, age, and relevant background are ideal.

Are there any other documents I should include?

If you have any medical records, invoices, receipts, or correspondence that relates to your complaint, please include them with your complaint submission.

If there were people indirectly involved, should I include their information also?

Please include the names of any individuals that were involved directly or indirectly with the occurrence at hand. The OAVT will investigate all claims.

Will you keep me informed of the process?

An official letter exchange process takes place via email to communicate between the OAVT and the complainant. Direct contact by phone is only necessary to clarify the process. There may be periods of time without frequent communication. Ensuring that you have provided the OAVT with your full name and complete contact information, we will be sure to forward all copies of the final decision to you.

Checklist

- Confirm the name of the technician.
- Confirm the technician is an RVT.
- Confirm dates of all events.
- Provide the names and contact information of other witnesses.
- Confirm the name of the RVT's supervisor(s).
- Submit copies of any invoices or other records relevant to the complaint.
- Describe the events as you remember them.
- Include the name or identity of your animal(s).
- Be specific about the behaviour or event that is the subject of your complaint.
- Review OAVT By-Laws

Supporting RVT Best Practices Supports Your Best Interests

The Ontario Association of Veterinary Technicians does not only function to serve its members. One primary responsibility of the OAVT is to investigate complaints relating to professional misconduct of a Registered Veterinary Technician practicing in the province of Ontario. In this role, the OAVT is serving the best interest of the public. The OAVT Complaints Committee is a first step in that protection.

