

Veterinarian complaint form

Before you start

Use this form to make a complaint about a veterinarian to the Veterinary Board of the Northern Territory. The complaint details will be shared with the veterinary practitioner.

We encourage that you discuss your complaint with the practice manager before making a complaint.

The Veterinary Board does not have jurisdiction to handle disputes directly relating to monetary issues.

If your complaint relates to veterinarian's fees, contact [Northern Territory Consumer Affairs](https://consumeraffairs.nt.gov.au/)¹.

Your details			
Full name			
Postal address			
Phone			
Email			
Do you need an interpreter?	Yes / No		
If yes, what language do you need interpreted?			
Have you tried to resolve your complaint the practice manager?	Yes / No		
What best describes your role in this complaint? Select one, mark answer with an 'X'			
The animal owner	<input type="checkbox"/>	Agent of the animal owner	<input type="checkbox"/>
Relative of the animal owner	<input type="checkbox"/>	A veterinary practitioner	<input type="checkbox"/>
Friend of the animal owner	<input type="checkbox"/>	Other (provide details below)	<input type="checkbox"/>

¹ <https://consumeraffairs.nt.gov.au/>



Animal owner details (if reporting on behalf of somebody else)			
Animal owner's full name			
Postal address			
Phone			
Email			
Does the animal owner need an interpreter?			Yes / No
If yes, what language do they need interpreted?			
Animal details			
Animal name		Species	
Breed		Colour	
What sex is the animal?	Female / Male		
Is the animal desexed?	Yes / No		
Veterinary practitioner details			
Veterinary practitioner full name			
Practice name			
Business address			
If there is more than one veterinary practitioner or practice involved with this complaint, attach additional details to this application.			



Complaint details			
When was the service provided? If you don't know the exact date, provide an approximate date range			
What is your main area/s of concern? Select all that apply, mark answers with an 'X'			
Treatment of the animal	<input type="checkbox"/>	Veterinary practitioner's communication or behaviour	<input type="checkbox"/>
Other	<input type="checkbox"/>		
Summary of complaint			
Provide full details of the complaint Describe what happened, including important dates. Only enter details relevant to the alleged professional misconduct you are reporting.			



<p>Have you made a complaint to another organisation?</p> <p>If yes, which organisation did you report it to?</p>	<p>Yes / No</p>
<p>Have you initiated legal proceedings against the veterinary practitioner or has the veterinary practitioner initiated legal proceedings against you?</p> <p>If yes, what process is underway or completed?</p> <p>For example, investigation, hearing. If the process is complete, what was the outcome?</p>	<p>Yes / No</p>
<p>Witness details</p>	
<p>Did anyone witness the events?</p>	<p>Yes / No</p>
<p>Witness full name</p>	
<p>Phone</p>	
<p>Witness involvement</p>	
<p>If there is more than one witness, attach additional details to this application.</p>	
<p>Supporting documents</p>	
<p>Supporting documents in relation to your complaint For example, veterinary reports, photos, clinical records.</p>	<p>Yes / No</p>
<p>Signed statement from each witness</p>	<p>Yes / No</p>



Declaration and consent			
This is an unattested declaration pursuant to Section 21 of the Oaths, Affidavits and Declarations Act 2010 ² .			
I solemnly and sincerely declare that:			
the details provided in this complaint are true and accurate to the best of my knowledge and belief.			Yes / No
I make this solemn declaration by virtue of the Northern Territory <i>Oaths, Affidavits and Declarations Act 2010</i> .			Yes / No
I understand that it is an offence to make a declaration that is false in any material particular.			Yes / No
I understand that my correspondence detailing the complaint will be sent to the veterinary practitioner concerned for comment.			Yes / No
Section 119 of the Criminal Code Act 1983 ³ (NT) provides that a person making an unattested declaration that, in any material particular, is to his or her knowledge false, is guilty of a crime and is liable to imprisonment for 3 years.			
I authorise all veterinary practitioners responsible for the treatment of my animal to release copies of all documents and information relating to the treatment of my animal to the Veterinary Board of the Northern Territory in order to assist its investigation of this complaint.			Yes / No
Full name			
Where are you making this declaration? For example, Darwin, Yulara, Timber Creek			
Signature		Date	

² <https://legislation.nt.gov.au/en/Legislation/OATHS-AFFIDAVITS-AND-DECLARATIONS-ACT-2010>

³ <https://legislation.nt.gov.au/en/Legislation/CRIMINAL-CODE-ACT-1983>



Submit

Email your completed form to vetboard@nt.gov.au

or by mail to
Veterinary Board registrar
GPO Box 3000
Darwin NT 0801

You can also call the office for more information
(08) 8999 2089

Privacy

The Veterinary Board of the Northern Territory respects and is committed to safeguarding the confidentiality and privacy of the information that it collects and handles, in accordance with the Northern Territory [Information Act 2002](#)⁴.

You have been asked to provide personal information necessary for us to consider your complaint. You do not have to provide your personal information but if you choose not to, you may not.

The information you provide will be accessible to the Veterinary Board and we may share your information with the veterinary practitioner that you are making a complaint about. We will not disclose your personal information to other third parties unless:

- authorised or required by law to do so, or
- you have given us your consent to share your personal information for a specific purpose.

You may request access to the personal information we hold about you. To find out more read our [privacy policy](#)⁵. If you want more information about the Northern Territory's privacy laws, please refer to the Northern Territory Information Act 2002, or the [Office of the Information Commissioner NT](#)⁶.

⁴ <https://legislation.nt.gov.au/en/Legislation/INFORMATION-ACT-2002>

⁵ <https://industry.nt.gov.au/publications/corporate/privacy-policy>

⁶ <https://infocomm.nt.gov.au/>

