



College of Veterinarians of British Columbia

Professional Standard: Registrant Cooperation During Investigations and Accreditations

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This Professional Standard sets out the expectations for registrants who are under investigation or inspection:

1. A reply within the time parameters sought in written correspondence with the CVBC, either with a substantive reply or with a request for an extension supported by the reason for the request.
2. Provision of information and requested records without modifying, altering or augmenting those records (except that properly dated annotations and additions are permitted where the date of the annotation, modification or addition is clear, and the originally created record is retained).
3. If requested, attendance at the CVBC for an interview at a mutually agreeable time for the purpose of addressing questions arising during the course of the investigation or accreditation.

The basis and authority for this Professional Standard is contained in the following statutory and Bylaw provisions:

- *Veterinarians Act* sections 3, 49, 52, 56
- Bylaw section 207 (Part 4)

Context

Over the last 3 years, the CVBC has published newsletter articles to inform registrants about the complaint investigation process. We understand that an investigation creates stress for registrants, and yet it is a statutory and Bylaw requirement that registrants respond. Our new Registrant Cooperation Professional Standard is intended to clarify what is expected of registrants when responding to an investigation. Cooperation between the College and registrants will minimize the time it takes to investigate the complaint and consequently lower the costs for both the registrant in question and the entire profession.

We also believe that with greater clarity about the investigation process and the expectations of registrants, the angst that comes with a complaint can be mitigated.

Most registrants who are requested to attend at the CVBC office for an interview comply with the request. However, a minority of registrants under investigation will refuse to attend for an interview when requested. The rationale has been that no particular provision exists in the Act or the Bylaws to direct registrants to participate in an interview. To remedy this gap, Council passed the Registrant Cooperation Professional Standard.

As a self-regulated profession, we must continually earn the trust of the public whom we serve. Having a robust complaint process, with clear expectations for cooperation, serves to build trust in the profession of veterinary medicine.

Registrants wishing to consult with the CVBC before responding to a complaint are welcome to contact us.