





I declare the above facts to be true and correct.

\_\_\_\_\_  
Signature

Date:\_\_\_\_\_

\_\_\_\_\_  
Printed Name

Note: Complaints should state clearly and succinctly the nature of the problem. Please include documents that prove the nature of the violation. The reviewer does not assume the burden of asking third parties for additional information by telephone or in writing. Such evidence must be provided by the person submitting the complaint. Processing of the complaint will be delayed if additional information is required from the complainant.

Return to:

Kathryn Ziemak  
VetPartners Association Administrator  
P.O. Box 121625  
Clermont, FL 34712-1625

**Ethics Complaint/Facilitation Process**

1. Complainant contacts Association Administrator, member of Ethics Committee, or member of Board of Directors regarding potential complaint.
2. Complainant is directed to Association Administrator, who provides the complainant with the VetPartners written complaint form and instructions regarding the complainant's options to either:
  - (a) file a formal ethics complaint, or
  - (b) select facilitation.

Note: Regardless of the option selected, any information provided by the complainant will be provided to the member who is the subject of the complaint.

3. Complainant completes and returns complaint form to Association Administrator.
4. If Complainant elects to initiate a formal ethics complaint, then the matter will be referred to the Ethics Committee Chair by the Association Administrator promptly upon receipt of the completed complaint form.
5. If Complainant elects facilitation, then the matter will be referred to the President of the Executive Committee by the Association Administrator promptly upon receipt of the completed complaint form, and the President will appoint a facilitator within 14 days of receipt of the completed complaint form.
6. Neither the complainant nor the member who is the subject of the complaint is obligated to accept the recommendations of the Facilitator or participate further in the facilitation. The facilitation is a completely voluntary process for both parties.
7. Complainant would have the option to file a formal ethics complaint at any time and bypass any further facilitation.

8. If the matter goes to facilitation, then the Association Administrator will deliver a copy of the completed complaint form to the Facilitator, and the Facilitator will communicate with the complainant and the member who is the subject of the complaint as many times as the Facilitator deems appropriate in order to achieve a facilitated resolution.
9. The Facilitator may end the facilitation at any time, if the Facilitator decides that a facilitated resolution is not likely. The Facilitator shall have no authority to bind the VetPartners and shall not indicate to either party how the Ethics Committee might respond to a related formal ethics complaint.
10. If the parties achieve a facilitated resolution, then they shall sign an agreement that documents that resolution, a copy of that agreement shall be delivered to the Association Administrator, and the complainant would then be barred from bringing a formal ethics complaint relating to the matter that was resolved through the facilitation. In the event of a facilitated resolution, no announcement of the dispute or its resolution would be made to the rest of the VetPartners membership.
11. The Facilitator may not directly or indirectly communicate with any members of the Ethics Committee prior to the execution of a resolution agreement, since the Ethics Committee must be able to review the circumstances without being influenced by the facilitation, if a formal ethics complaint is filed relating to the same matter.
12. If the complainant elects to file a formal ethics complaint, then the Ethics Committee shall follow the complaint procedures outlined in Section VI.D of the VetPartners Code of Ethics. If an ethics complaint results in the Board of Directors finding that a member has violated the Code of Ethics, then the Board shall promptly publish in the VetPartners' newsletter the name of the member, the section(s) of the Ethics Code that were violated by that member, and the action taken by the Board against the member as a result of such violation(s).