



Rules of
**Department of Insurance,
Financial Institutions and
Professional Registration**

**Division 2270—Missouri Veterinary Medical Board
Chapter 7—Disciplinary Proceedings**

Title	Page
20 CSR 2270-7.010 Public Complaint Handling and Disposition Procedure	3
20 CSR 2270-7.020 Revocation of Temporary or Provisional License	3
20 CSR 2270-7.030 Automatic Revocation of License	3



**Title 20—DEPARTMENT OF
INSURANCE, FINANCIAL
INSTITUTIONS AND
PROFESSIONAL REGISTRATION
Division 2270—Missouri Veterinary
Medical Board
Chapter 7—Disciplinary Proceedings**

20 CSR 2270-7.010 Public Complaint Handling and Disposition Procedure

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, PO 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.

AUTHORITY: sections 340.210 and 340.282, RSMo 2000 and 620.010.15, RSMo Supp. 2002. This rule originally filed as 4 CSR 270-7.010. Original rule filed Nov. 4, 1992, effective July 8, 1993. Amended: Filed April 1, 2003, effective Sept. 30, 2003. Moved to 20 CSR 2270-7.010, effective Aug. 28, 2006.*

**Original authority: 340.210, RSMo 1992, amended 1993, 1995, 1999; 340.282, RSMo 1992; and 620.010.15., RSMo 1973, amended 1981, 1983, 1986, 1989, 1990, 1993, 1994, 1995, 1999, 2001.*

20 CSR 2270-7.020 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. This rule originally filed as 4 CSR 270-7.020. Original rule filed Nov. 4, 1992, effective July 8, 1993. Amended: Filed April 13, 2001, effective Oct. 30, 2001. Moved to 20 CSR 2270-7.020, effective Aug. 28, 2006.*

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

20 CSR 2270-7.030 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. This rule originally filed as 4 CSR 270-7.030. Original rule filed Nov. 4, 1992, effective July 8, 1993. Moved to 20 CSR 2270-7.030, effective Aug. 28, 2006.*

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