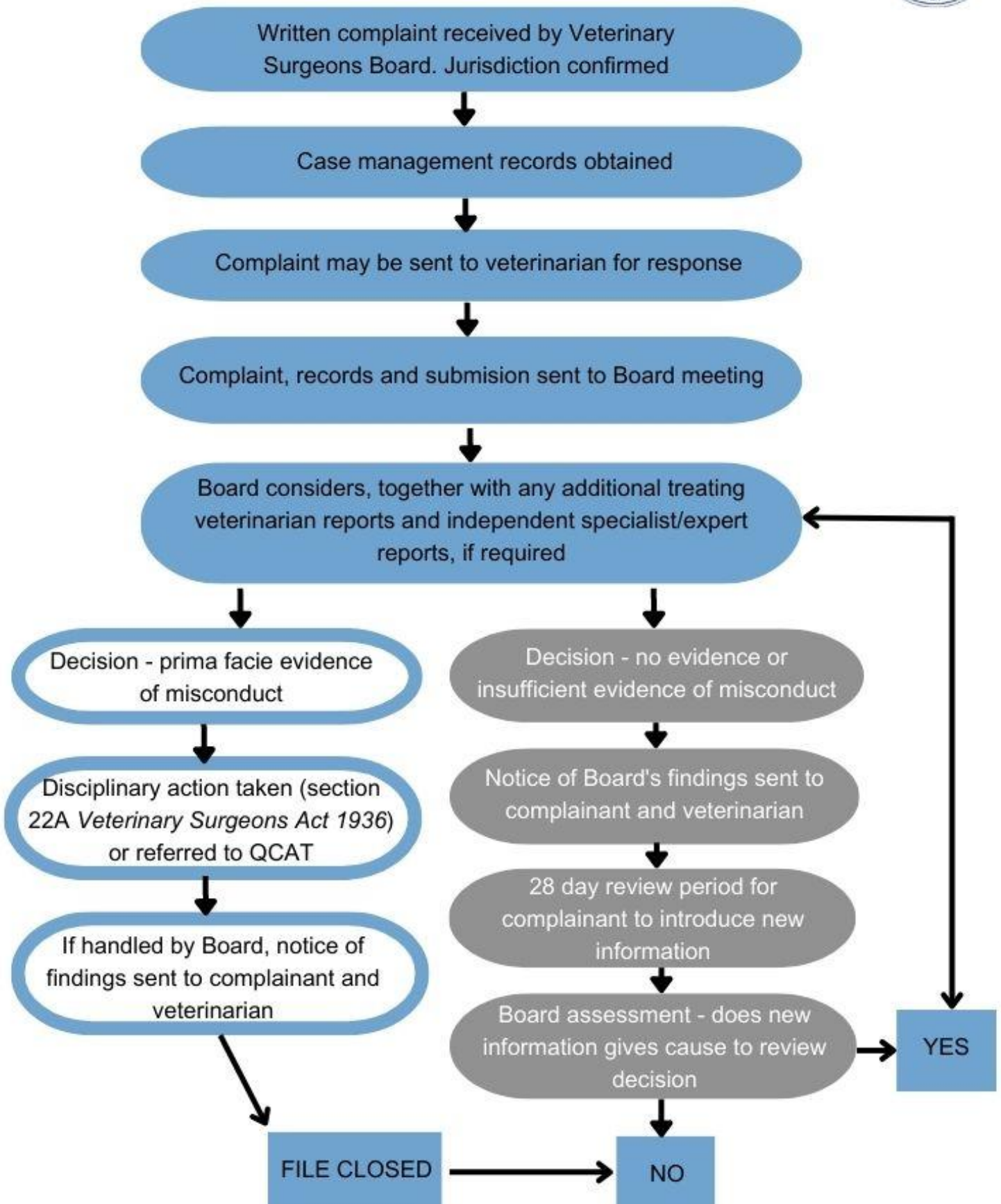


Complaints-handling flowchart



On conclusion, the Queensland Ombudsman can be contacted by the complainant or veterinarian if they have concerns regarding the process