randyclark1217@gmail.com

From: Steven Golla <Steven.Golla@Veterinary.Texas.Gov>
Sent: Tuesday, August 25, 2026 3:17 PM
To: randyclark1217@gmail.com
Subject: Re: URGENT: Investigation Request into TBVME Regulatory Failure & Animal Welfare Violations (Case # CP26-0023)

Dear Mr. Clark:

I am writing regarding your recent letter and your complaint concerning the care provided to Joey at Club Hill Animal Clinic, case #CP26-0023, and the concerns you raised regarding the circumstances surrounding his death, the investigation by the board and the board's action.

First, please accept my sincere condolences for the loss of Joey. We understand that the loss of a beloved pet is deeply difficult, particularly when it occurs unexpectedly and under circumstances that leave you with unanswered questions. We appreciate you taking the time to bring your concerns to the Texas Board of Veterinary Medical Examiners and allowing us the opportunity to review the circumstances surrounding Joey's care.

The Board's review included an evaluation of the medical records and the information submitted in connection with your complaint. Joey suffered cardiac arrest and died while a nail trim was being performed. Your concern was that he was improperly handled during the nail trim and that this handling contributed to or caused his death.

The medical review did not identify sufficient evidence to substantiate that allegation. The records indicate that Joey was a 12-year-old Chihuahua mix and that there had previously been concerns regarding coughing and a possible collapsing trachea. The veterinarian also documented concerns regarding possible underlying heart disease. Following Joey's death, an X-ray was taken that was noted by the medical reviewer to show a possible collapsing trachea, rather than evidence of a crushed trachea. No necropsy was performed, and therefore the precise cause of Joey's death could not ultimately be established.

While the available information does not establish that the handling of Joey during the nail trim caused his death, we recognize that the absence of a definitive cause of death can be especially difficult for an owner. The Board's determination was based on the evidence available to it and whether that evidence was sufficient to establish a violation of the Veterinary Licensing Act or the Board's rules. After review, the Board determined that there was not sufficient evidence to substantiate the allegations and voted to dismiss the case.

I also want to address your concern regarding the absence of a record specifically stating that the Board voted to dismiss CP26-0023. The Board considers multiple medical review dismissals together as an agenda item. At the Board meeting held on July 21, 2026, the medical review dismissals were included under Agenda Item 17. The Board voted to dismiss the cases listed under that agenda item, with the exception of cases that were pulled from the agenda for further discussion in executive session. Because CP26-0023 was not one of the cases pulled for discussion, the case number was not individually stated by the Board immediately before the vote. The vote on Agenda Item 17 therefore included CP26-0023 along with the other cases listed under that item.

The official minutes from the July 21 meeting have not yet been finalized. Once approved, those minutes will provide the formal record of the Board's action and are expected to be available within the next month or two.

I recognize that the Board's decision cannot change the outcome for Joey or necessarily resolve the questions that remain for you. Nevertheless, I hope this explanation provides some clarity regarding both the Board's review of your complaint and the process by which the dismissal was considered and approved.

Again, please accept our condolences for your loss. We appreciate your willingness to bring your concerns to the Board, and we understand the importance of having those concerns taken seriously.

Sincerely,

Steven C. Golla DVM, MS
President/ Chairman
Board of Veterinary Medical Examiners
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On Aug 11, 2026, at 4:23 AM, randyclark1217@gmail.com wrote:

Please find attached a formal letter requesting your immediate intervention, executive oversight, or legislative inquiry into a severe due process failure by the Texas Board of Veterinary Medical Examiners (TBVME) regarding **Complaint Case # CP26-0023**.

The attached document details the tragic and preventable death of my emotional support animal, Joey, at Club Hill Animal Clinic in Garland, TX, due to severe physical restraint trauma. Despite independent forensic X-rays proving a crushed trachea and possible cervical spinal injury, the TBVME recommended dismissal of the case after an 11-month delay.

More alarmingly, a review of the official July 21, 2026 TBVME hearing/meeting transcript shows **absolutely no record** of a motion, vote, or discussion regarding this case, despite staff insisting it was dismissed.

As a constituent and a citizen demanding basic consumer protection and animal welfare safety, I ask that your office review the attached formal request and help hold this regulatory board accountable.

Thank you for your time and urgent attention to this matter.

Respectfully submitted,
<image003.gif>
Randy Clark

(Attachment: Formal_Request_TBVME_Investigation_CP26-0023.pdf)

Thank You and have a wonderful day!
Sincerely,
<image002.gif>
Randy Clark

<Formal_Request_TBVME_Investigation_CP26-0023.pdf>