**PUBLIC health SERVICE WARNING STATEMENT
*HEALTH COMPLAINTS ACT 2016***

**Section 84**Ms Keti (Kate) Cvetkov

The Victorian Health Complaints Commissioner issues the following Public Health Service Warning Statement under section 84 of the Health Complaints Act 2016.

On 5 November 2021, I commenced an investigation into Ms Keti (Kate) Cvetkov (**Ms Cvetkov**). This decision to investigate was made following a complaint alleging that Ms Cvetkov advised a member of the public that she was a doctor (endocrinologist) when she is not a qualified or registered health practitioner. The available information also indicates that Ms Cvetkov provided a medical treatment plan to the client which resulted in an adverse outcome.

I have now completed the investigation. My findings are that Ms Cvetkov contravened the Code of Conduct as set out in Schedule 2 of the Health Complaints Act 2016, and that it is necessary to publish this warning statement to avoid an imminent and serious risk to the life, health safety or welfare of the public.

In addition to this warning statement, I have also issued a Prohibition Order against Ms Cvetkov, a copy of which can be accessed on our website [hcc.vic.gov.au/prohibition-orders-warnings/prohibition-orders](https://hcc.vic.gov.au/prohibition-orders-warnings/prohibition-orders)

Members of the public who have any concerns about this matter, or any other health services, are urged to contact the Health Complaints Commissioner by calling 1300 582 113 or by completing an online complaint at [hcc.vic.gov.au/make-complaint.](https://hcc.vic.gov.au/make-complaint)



Adjunct Professor Bernice Redly
Health Complaints Commissioner
 20 October 2022