Supplementary Table S1—Pet owners’ complaint taxonomy by animal species filed with the Turkish Veterinary Medical Association (2012-2021).

<table>
<thead>
<tr>
<th>Primary themes</th>
<th>Secondary themes (%)</th>
<th>Tertiary themes</th>
<th>Number of complaint (n)</th>
<th>Species of animal affected</th>
<th>p-Value comparing primary themes between species</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>of complaint (%)</td>
<td>Cat n/total (%)</td>
<td>Dog n/total (%)</td>
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<tr>
<td>Clinical</td>
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<tr>
<td>Medical errors</td>
<td></td>
<td></td>
<td>126/184 (68.5)</td>
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<tr>
<td>Clinical</td>
<td></td>
<td></td>
<td>8/126 (6.3)</td>
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<tr>
<td>Clinical</td>
<td></td>
<td></td>
<td>15/126 (11.9)</td>
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<tr>
<td>Clinical</td>
<td></td>
<td></td>
<td>3/15 (20)</td>
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<td></td>
</tr>
<tr>
<td>Clinical</td>
<td></td>
<td></td>
<td>12/70 (17)</td>
<td></td>
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</tr>
<tr>
<td>Clinical</td>
<td></td>
<td></td>
<td>36/70 (51.4)</td>
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</table>

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<table>
<thead>
<tr>
<th>Problem Description</th>
<th>Frequency</th>
<th>Proportion</th>
<th>Proportion</th>
<th>Proportion</th>
<th>Proportion</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diagnosis-treatment procedures carried out by a veterinary technician</td>
<td>3/36 (9)</td>
<td>1/3 (33)</td>
<td>2/3 (67)</td>
<td>0/3 (0)</td>
<td></td>
</tr>
<tr>
<td>Practicing the veterinary profession without a work permit in clinics</td>
<td>2/36 (5)</td>
<td>2/2 (100)</td>
<td>0/2 (0)</td>
<td>0/2 (0)</td>
<td></td>
</tr>
<tr>
<td>To threaten the pet owner and disparage colleagues by veterinarian</td>
<td>4/36 (11)</td>
<td>1/4 (25)</td>
<td>2/4 (50)</td>
<td>1/4 (25)</td>
<td></td>
</tr>
<tr>
<td>To employ a layperson as a veterinarian in the clinic by veterinarian</td>
<td>4/36 (12)</td>
<td>1/4 (25)</td>
<td>3/4 (75)</td>
<td>0/4 (0)</td>
<td></td>
</tr>
<tr>
<td>To not be present in the shelters during working hours, vaccinating animals for payment and euthanizing animals without notifying the owners by municipal veterinarians</td>
<td>19/36 (53)</td>
<td>6/19 (32)</td>
<td>12/19 (63)</td>
<td>1/19 (5)</td>
<td></td>
</tr>
<tr>
<td>Problems with sanitation</td>
<td>22/70 (31.4)</td>
<td>7/22 (31.8)</td>
<td>15/22 (68.2)</td>
<td>0/22 (0)</td>
<td></td>
</tr>
<tr>
<td>Poor hygiene in shelters and clinic cages</td>
<td>15/22 (68)</td>
<td>5/15 (33)</td>
<td>10/15 (67)</td>
<td>0/15 (0)</td>
<td></td>
</tr>
<tr>
<td>Absence of surgical gloves in clinics</td>
<td>2/22 (9)</td>
<td>1/2 (50)</td>
<td>1/2 (50)</td>
<td>0/2 (0)</td>
<td></td>
</tr>
<tr>
<td>Uncleanliness of instruments and equipment in operating rooms</td>
<td>5/22 (23)</td>
<td>1/5 (20)</td>
<td>4/5 (80)</td>
<td>0/5 (0)</td>
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<tr>
<td>Demanding unfair costs in the veterinary services</td>
<td>12/70 (17.2)</td>
<td>9/12 (75)</td>
<td>3/12 (25)</td>
<td>0/12 (0)</td>
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</tr>
<tr>
<td>High veterinary costs</td>
<td>8/12 (66)</td>
<td>6/8 (75)</td>
<td>2/8 (25)</td>
<td>0/8 (0)</td>
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<tr>
<td>Demanding costs again for repeated examinations after an incorrect or incomplete practice</td>
<td>2/12 (17)</td>
<td>1/2 (50)</td>
<td>1/2 (50)</td>
<td>0/2 (0)</td>
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</tr>
<tr>
<td>Requesting tests that are not considered necessary for pets, and charging additional costs for these services</td>
<td>2/12 (17)</td>
<td>2/2 (100)</td>
<td>0/2 (0)</td>
<td>0/2 (0)</td>
<td></td>
</tr>
<tr>
<td>Lack of communication</td>
<td>29/42 (69)</td>
<td>14/29 (48.3)</td>
<td>14/29 (48.3)</td>
<td>1/29 (3.4)</td>
<td></td>
</tr>
<tr>
<td>Inability to reach a veterinarian</td>
<td>6/29 (20)</td>
<td>2/6 (33)</td>
<td>4/6 (67)</td>
<td>0/6 (0)</td>
<td></td>
</tr>
<tr>
<td>Inadequate, incomplete, and delayed communication with pet owner</td>
<td>2/29 (7)</td>
<td>1/2 (50)</td>
<td>1/2 (50)</td>
<td>0/2 (0)</td>
<td></td>
</tr>
<tr>
<td>Rude, threatening, or disrespectful behaviors towards pet owners</td>
<td>8/29 (28)</td>
<td>4/8 (50)</td>
<td>4/8 (50)</td>
<td>0/8 (0)</td>
<td></td>
</tr>
<tr>
<td>Relationship</td>
<td>3/29 (10)</td>
<td>2/3 (67)</td>
<td>1/3 (33)</td>
<td>0/3 (0)</td>
<td></td>
</tr>
<tr>
<td>Physical and psychological abuse of pet owners</td>
<td>6/29 (21)</td>
<td>3/6 (50)</td>
<td>3/6 (50)</td>
<td>0/6 (0)</td>
<td></td>
</tr>
<tr>
<td>Insufficient empathy to pet owners</td>
<td>4/29 (14)</td>
<td>2/4 (50)</td>
<td>1/4 (25)</td>
<td>1/4 (25)</td>
<td></td>
</tr>
<tr>
<td>Lack of concern to pet owners</td>
<td>13/42 (31)</td>
<td>5/13 (38.5)</td>
<td>8/13 (61.5)</td>
<td>0/13 (0)</td>
<td></td>
</tr>
<tr>
<td>An incomplete, weak, or non-existent informing process about diagnosis treatment, or disease risks</td>
<td>9/13 (69)</td>
<td>2/9 (22)</td>
<td>7/9 (78)</td>
<td>0/9 (0)</td>
<td></td>
</tr>
<tr>
<td>Inadequate information</td>
<td>4/13 (31)</td>
<td>3/4 (75)</td>
<td>1/4 (25)</td>
<td>0/4 (0)</td>
<td></td>
</tr>
</tbody>
</table>

| Totals                                                                            | 296       | 133/296 (44.9) | 150/296 (50.7) | 13/296 (4.4) |

Other included the following: * cockatiel & two budgerigars; * hamster & budgerigar; * parrot; * hamster, pigeon & budgerigar; * two parrot & budgerigar; * pigeon. Since there was more than one complaint subject in a complaint application, the percentages in the figure exceed 100%. Due to the small numbers of animals in the 'other' category (n=13), only descriptive statistics were utilized to represent them.