



PRESS RELEASE

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JCRA Promotes Transparency and Fairness in Vet Services Inspired by UK Review

The Jersey Competition Regulatory Authority (JCRA) has issued an open letter to veterinary businesses across the Island, encouraging them to consider the [provisional findings](#) of the UK Competition and Markets Authority (CMA) following its recent investigation into the veterinary sector.

The CMA's investigation identified several competition issues in the UK market, including a lack of price transparency, barriers to consumer choice, and an outdated regulatory framework. It has proposed remedies such as:

- Publishing price lists and providing itemised bills for treatments.
- Offering written estimates for treatments over a certain threshold.
- Maintaining a clear and accessible complaints procedure.
- Informing pet owners about alternative options, such as online prescriptions.
- Disclosing ownership structures to avoid potential conflicts of interest.

While the JCRA is not suggesting that the same issues exist in Jersey, it sees value in sharing the CMA's work as an opportunity for local veterinary businesses to reflect on their own practices.

JCRA Chief Operating Officer Sarah Price said, "Veterinary professionals in Jersey provide a vital and trusted service to pet owners. Our aim in sharing the CMA's findings is to encourage reflection and transparency, helping ensure the relationship between vets and pet owners remains positive and built on trust.

"Transparency around pricing and ownership helps consumers make informed choices and strengthens confidence in essential services like veterinary care."

The JCRA's open letter, published on its [website](#), invites local veterinary businesses to consider how these UK recommendations might enhance service delivery and consumer trust in Jersey.

At this stage, vet businesses are asked to consider the CMA's findings and make any appropriate improvements. However, the JCRA welcomes discussion and feedback from the sector. Businesses can contact the Authority at competition@jcra.je to discuss any aspect of the open letter or to arrange a meeting.

The JCRA will continue to monitor developments following the CMA's work and consider whether further review in Jersey's veterinary market could be beneficial.

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NOTES TO EDITORS:

About The Jersey Competition Regulatory Authority:

The Authority was established under the Competition Regulatory Authority (Jersey) Law 2001. It is responsible for administering and enforcing the Competition (Jersey) Law 2005 and also regulates the telecoms and postal sectors and the Ports of Jersey.

The Authority strives to ensure that the markets work well for the benefit of all stakeholders, including Government, business, citizens and consumers facilitating best value, choice and access to high quality services.