

BOARD POLICY  
Complaints

**Complaint Response Extensions**

**POLICY:** It is the policy of the Maine State Board of Nursing that licensee responses to complaints be submitted within 30 days of notice as required by 32 M.R.S.A. §2105-A (1-A). With good cause, licensees may request, and the Executive Director may grant, a fourteen (14) day extension. Any additional requests for extensions must be approved by the Executive Director and will only be approved in extreme circumstances. Complaints that have not been answered by the licensees within the appropriate time frame will be presented to the Board at the next available Board meeting.

**HISTORY:** The Board recognizes that the number of complaints continues to increase yearly. In order to manage complaints as efficiently as possible the Board must receive responses in a timely fashion. The Board is also aware that staff often spends a significant amount of time and effort attempting to obtain responses that were not submitted timely.

**EFFECTIVE DATE:** March 29, 2018