

Complaint Process and Filings

POLICY: It is the policy of the Board of Licensure in Medicine that the following process shall be employed regarding filings of complaints, responses to complaints, and replies:

1. Upon receipt of a complaint, Board staff shall notify the licensee of the complaint as soon as possible, and in no event later than 60 days after receipt of the complaint.
2. The licensee must provide a written response, together with any supporting documentation, to the complaint within 30 days after receiving the complaint, unless an extension of time to respond has been granted.
3. Board staff shall share the licensee's written response with the complainant unless it would be detrimental to the health of the complainant or the complainant does not have legal authority to access the confidential medical information of the patient involved in the complaint.
4. If the licensee's written response is provided to the complainant, the complainant has the opportunity to submit a reply to the licensee's response within 10 days of receipt thereof, unless an extension of time to provide a reply has been granted.
5. If the complainant submits a timely reply, Board staff shall provide a copy of the reply to the licensee.
6. Following receipt of the reply, if any, the matter will be placed on an agenda for consideration by the Board. No additional submissions or information from either the licensee or the complainant will be included in the information provided to the Board for initial review of the complaint unless such additional information or submission has been requested by Board staff.

EFFECTIVE DATE: July 10, 2018

HISTORY: The Board adopted this policy in response to multiple filings by licensees and complainants, which place an unreasonable burden upon staff, and which are not necessarily beneficial for the initial complaint review.