

## **What happens after my complaint is filed? What is the Board's complaint process?**

- Upon receipt of a complaint, the Board assigns a number to track it.
- The Board sends a copy of the complaint to the licensee.
- The licensee must respond in writing to the complaint within thirty days, unless the licensee requests and is granted an extension for good cause.
- Upon receipt of the response, the Board sends a copy of the licensee's response to the complainant unless:
  - It determines that providing the response would be detrimental to the health of the complainant; or
  - It determines that the complainant is not a "personal representative" of the patient and not entitled to access the patient's medical information.
- The complainant, if entitled to receive the licensee's response, may submit a reply to the Board within ten days.
- During the course of the investigation, the Board obtains the medical and other records relevant to the investigation, and may conduct interviews.
- Once the investigation is complete, the complaint is reviewed by the Board at one of its regularly scheduled meetings. Following review, the Board may take any of the actions described below, request additional investigation, or schedule the matter for an Informal Conference.