

Maine Board of Osteopathic Licensure
Complaint Policy

Legal Reference: Public Law 2003, Chapter 230

A. Purpose

A relationship of trust and confidence between employees of the Board of Osteopathic Licensure (hereafter “Board”) and the people they serve is essential to the effective operation of state government. Agency employees must be free to exercise their best judgment in the performance of their duties. Employees also have a special obligation to respect the rights of all persons. The Board acknowledges its responsibility to establish a complaint system and procedures that not only will subject Board employees to corrective action when improper conduct has occurred, but that will also protect Board employees from unwarranted or false criticism when they discharge their duties properly. The purpose of these procedures is to provide prompt, just and open disposition of complaints regarding the conduct of Board employees.

It is the policy of the Board to encourage the public to comment when the conduct of the employee is believed to be improper. The Board will make every effort to ensure that no adverse consequences occur to any person or witness as a result of having brought a complaint or for providing information concerning a complaint. Any Board employee who subjects a complainant or witness to such recrimination will be subject to appropriate disciplinary action.

B. Procedure

1. The Board encourages the public to bring forward legitimate complaints regarding misconduct by its employees. To this end, a copy of “How to File a Personnel Complaint” will be posted at the Board office and on the agency website and will be given to anyone requesting the information. A copy of this document is attached to this document. Any complaint, regardless of the nature, can be filed in person, by mail or by telephone.

2. Any employee of the Board who receives a complaint against a Board employee shall, as soon as is practicable, notify the Executive Secretary of the details of the complaint for evaluation and assignment.

3. Upon receipt of a complaint, the Executive Secretary shall determine whether the complaint should be investigated and by whom. Complaints of criminal conduct should be forwarded to the Board Chair (address available upon request) and to the Bureau of Employee Relations to ensure cooperation with the appropriate law enforcement authorities.

4. Investigations of complaints shall be completed within a reasonable time.

5. It is the responsibility of the investigator to thoroughly and confidentially investigate the matter and, when/if appropriate, to submit a complete and accurate investigative report. In the event that a report is warranted, all relevant information obtained by the investigator shall be included.

6. All investigations shall comply with the provisions of the applicable collective bargaining agreement.

C. Report

1. When applicable, the report shall include a summary of interviews with the complainant, synopsis, finding(s) of fact, a chronology of the investigation and documentation of compliance with the employee's contractual rights.

2. Recommendations regarding the disposition of an investigation or discipline generally are not included in the investigative report. Such recommendations should only be included in consultation with the appointing authority.

D. Notification to the Complainant

1. Upon final disposition of the complaint, the complainant will be notified of the outcome of the investigation to the extent permitted by civil service and agency confidentiality laws.

E. Administrative Responsibilities

1. The Executive Secretary shall ensure that:

- All citizen complaint records and investigations remain confidential as allowed and/or required by statute.
- Each complaint and corresponding investigation is properly documented.
- An annual summary report is prepared for the agency head that includes statistical data that will aid in identifying the possible need for training, supervision or other pertinent issues.

HOW TO FILE A PERSONNEL COMPLAINT

Complaints, relating to personnel at the Board of Osteopathic Licensure, can be lodged in person, by mail, electronically, or by telephone, directly to the Executive Secretary. That contact information and address are:

Physical Address:

Susan E. Strout, Executive Secretary
Maine Board of Osteopathic Licensure
161 Capitol Street
Augusta, ME 04330

Mailing Address:

Susan E. Strout, Executive Secretary
Maine Board of Osteopathic Licensure
142 State House Station
Augusta, Me 04333-0142
Tel: (207) 287-2480
Fax: (207) 287-3015

E-mail: susan.e.strout@maine.gov