



Advisory Notice to Complainants

The boards and programs within the Department of Regulatory Agencies, Division of Registrations (“Division”) are legally authorized to take licensure and disciplinary action relating to individuals’ licensure status. Disciplinary action may be taken only where an individual has violated the statutes and rules governing that individual’s profession.

Please be advised that the Division’s boards and programs operate under administrative law. The Division will process your complaint administratively, but the Division is not legally authorized to proceed with a criminal case or a private civil suit. This means:

1. The Division’s boards and programs are not legally authorized to impose civil remedies, such as monetary damages to compensate complainants, or to resolve fee disputes, which are civil matters.
2. The Division’s boards and programs are not legally authorized to impose criminal penalties, such as jail sentences or criminal probation.
3. The mission of the Division’s boards and programs is to take licensure related measures to protect the public with respect to licensed professionals. The Division’s Boards and programs are legally authorized to seek remedies related to the license status of the licensee only when legal grounds exist for such action.
4. The act of filing a complaint does not assure or imply that disciplinary action will be taken against the licensee.
5. Filing a complaint with the Division does not preclude you from filing a separate legal action. If you believe your allegations may constitute a criminal violation, please contact your local law enforcement agency regarding the procedure to file a criminal complaint. If you wish to pursue civil remedies, please consult a private attorney for guidance.

Additionally, if one of the Division’s boards or the Division Director determines after investigation that disciplinary proceedings should be initiated against the professional’s license, please be advised of the following:

1. You will not be considered a party to this proceeding. The parties in any administrative law proceeding are the Board or Division Director and the licensee. Please note, although you are not a party to the proceeding, the Division commits to keeping you informed as the case moves through each phase of the process.
2. The role of the Board and Division Director is to determine what is necessary for public protection, and is not to advocate on behalf of an individual complainant.
3. The Boards and Division Director are represented by Assistant Attorneys General in the state Attorney General’s Office. The Assistant Attorneys General do not represent you and cannot provide you with legal advice. You always have the right to consult an attorney regarding your own legal rights and responsibilities.
4. You may be asked to provide further information in our investigation or may be called as a witness in future proceedings, in which case we look forward to your cooperation. A Board or the Division Director may be able to proceed without your testimony, depending on the facts of the case.

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