



COMPLAINT PROCESS

The Board receives a written, notarized Request for Investigation form or other written complaint. (Note: the Board will take no action on complaints, which are not in writing or notarized. If not complete or notarized, the complaint will be returned to the complainant requesting it be properly completed).

A file is created.

A copy of the complaint is sent to the Attorney General's Office and the Executive Secretary of the Board.

A letter is sent to the person who filed the complaint to acknowledge its receipt and to indicate that the Board is investigating the charges. If a release of information has not been received with the complaint, a Release of Information form is enclosed for completion. This release is necessary in order for the psychologist to reveal confidential information about the complainant.

The psychologist about whom the complaint is being made is contacted in writing (certified mail with a return receipt requested) and informed that he/she has 30 days to respond to the complaint in writing or to file for an extension.

An investigation of allegations takes place under the direction of the Executive Secretary. Experts may be appointed by the Board to review the complaint materials and render an opinion.

The results of the investigation determine whether any actions or sanctions should be taken against the psychologist, or if no actions are warranted.

If it is determined that the psychologist behaved professionally and appropriately, and that no adverse actions are warranted, letters are sent to the

complainant and the psychologist so indicating.

If further actions are needed, the Executive Secretary refers the case with recommendations to the full Board for review.

The Board votes on whether there is sufficient evidence to discipline the psychologist. An appropriate level of discipline is determined, including revoking the license, suspending the license, or otherwise providing sanctions such as fines, treatment, educational remediation, or the like.

The psychologist is given notice of the proposed sanction via registered mail and fixes a date of not less than thirty (30) nor more than sixty (60) days of the mailing that the licensee shall be given the opportunity for a hearing.

The licensee may either accept the sanction or request a hearing in person or with counsel, the Board acting as jury.

If the psychologist is found guilty of the allegations, the Board determines what sanctions are to be imposed. Revoking or suspending the license becomes effective thirty (30) days after mailing the decision to the licensee, unless the psychologist appeals the decision to the chancery court.

The license can be suspended for up to one year, at which time the Board must reevaluate the case and either reinstate or revoke the license. The psychologist may reapply for license after more than two (2) years have elapsed.

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