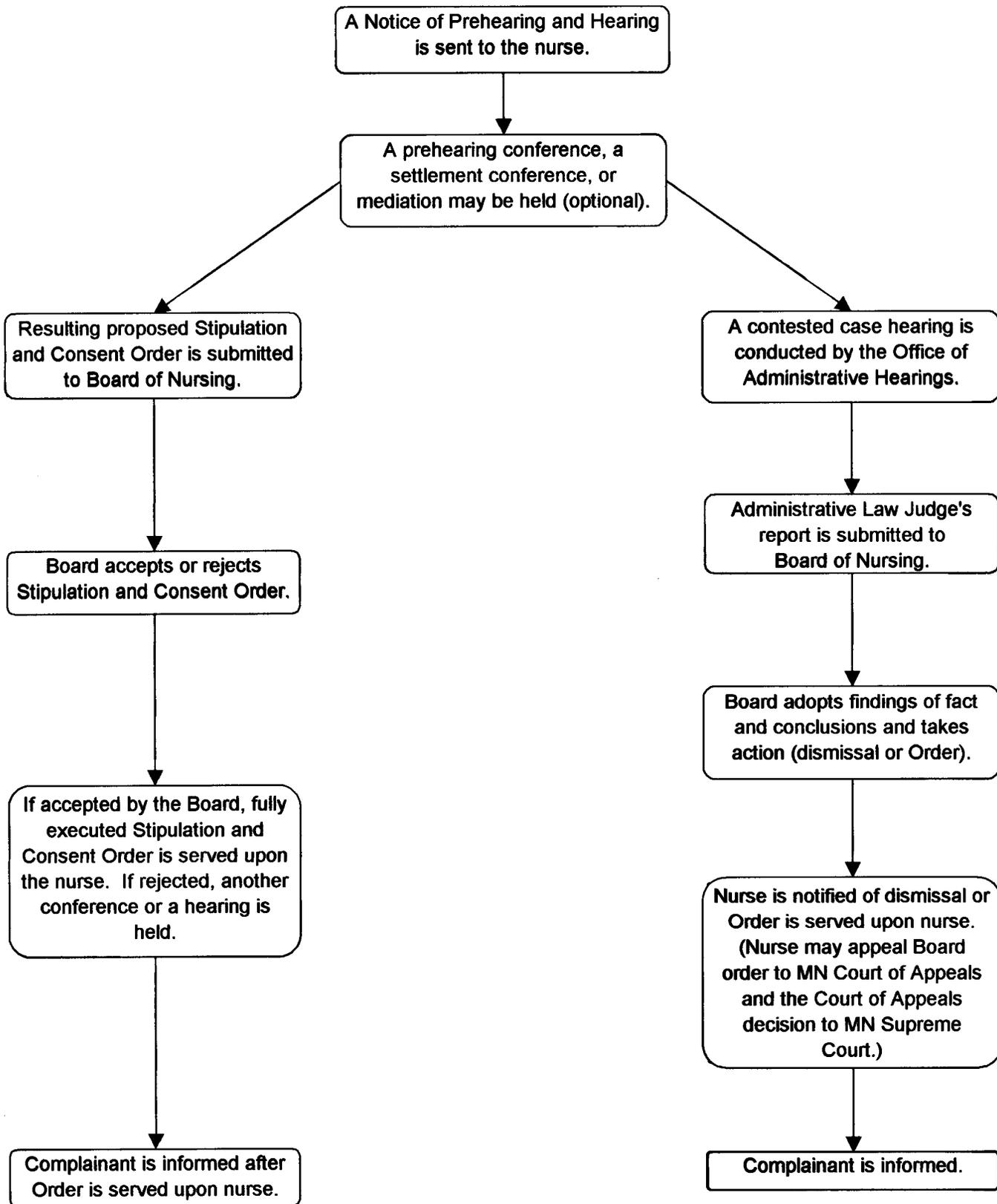


## ADMINISTRATIVE HEARING PROCESS



Note: The informal complaint handling process is used initially to process all written complaints received by the Board of Nursing. This formal process is determined by the MN Administrative Procedures Act and conducted by the Minnesota Office of Administrative Hearings.