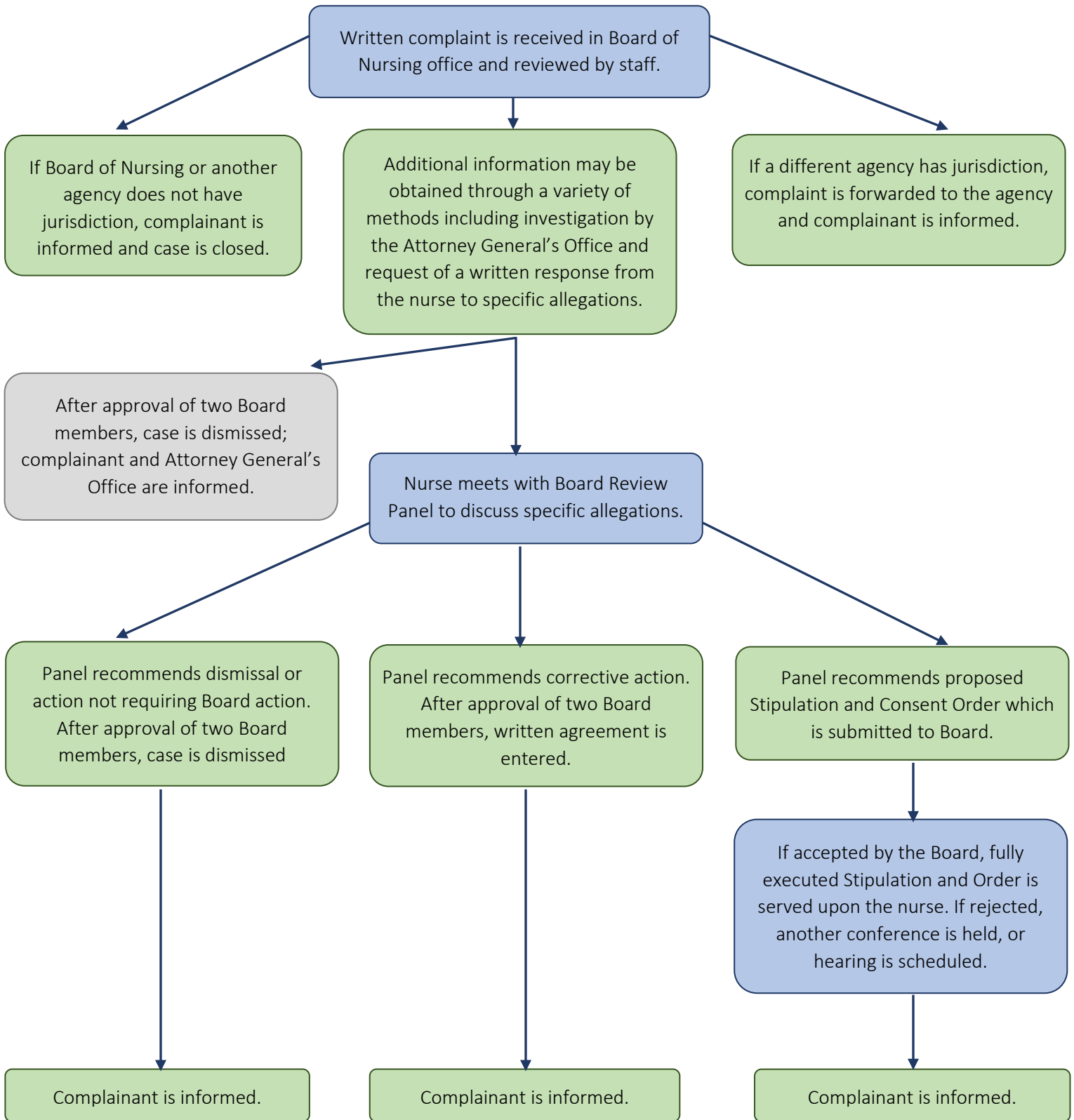


INFORMAL COMPLAINT HANDLING PROCESS



Note: The informal process is used initially to process all written complaints received by the Board of Nursing. The process may change to a formal hearing process at any stage.