INFORMAL COMPLAINT HANDLING PROCESS

Written complaint is received in Board of Nursing office and reviewed by staff.

If Board of Nursing or another agency does not have jurisdiction, complainant is informed and case is closed.

Additional information may be obtained through a variety of methods including investigation by the Attorney General's Office and request of a written response from the nurse to specific allegations.

If a different agency has jurisdiction, complaint is forwarded to the agency and complainant is informed.

After approval of two Board members, case is dismissed; complainant and Attorney General's Office are informed.

Nurse meets with Board Review Panel to discuss specific allegations.

Panel recommends dismissal or action not requiring Board action. After approval of two Board members, case is dismissed.

Panel recommends corrective action. After approval of two Board members, written agreement is entered.

Panel recommends proposed Stipulation and Consent Order which is submitted to Board.

If accepted by the Board, fully executed Stipulation and Order is served upon the nurse. If rejected, another conference is held or hearing is scheduled.

Complainant is informed. Complainant is informed. Complainant is informed.

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.