

## SECTION .1000 - REVOCATION, SUSPENSION OR DENIAL OF LICENSURE

### 21 NCAC 65 .1001 COMPLAINTS AND REPORTS

(a) The Board shall accept from the licensee as a self-report, an employer agency, or the public reports and complaints of suspected malpractice, violations of Chapter 90C, complaints, or incident reports of disciplinary issues, including misconduct in the workplace or the community by any licensee.

(b) The complainant shall submit a signed Board approved form that includes the information required in Paragraph (c) of this Rule. The form shall be filed electronically on the Board website at [www.ncbrtl.org](http://www.ncbrtl.org) or by contacting the Board office by phone, email, or mail for a form. The complainant shall state he or she believes the facts stated in the complaint or report to be true.

(c) A complaint regarding a violation of the G.S. 90C or Rules shall be submitted in writing within 24-72 hours of occurrence or upon receipt of knowledge regarding a suspected occurrence and document the following facts pertaining to the complaint or report:

- (1) the complainant first and last name;
- (2) the complainant address;
- (3) the complainant phone number;
- (4) the licensee first and last name;
- (5) the nature of the complaint and description of the alleged behavior or incident;
- (6) if known, the name, mailing address, email address, and phone number of the individual(s)(including co-workers and members of the public) involved in the complaint;
- (7) if known, the name, work address, and phone number of the supervisor of the individual being reported; and
- (8) the signature of complainant and statement of the truthfulness of the information.

(d) The Board staff shall return any incomplete forms to the complainant. The complainant may correct the incomplete complaint and resubmit it to the Board.

(e) Upon receipt of the completed complaint, Board staff shall notify the complainant of receipt and open a file.

(f) The Board shall not accept any anonymous complaints.

(g) Complaints and reports shall be reviewed by the Executive Director and Board Chair, who shall determine whether further investigation is needed, based upon the facts in the complaint.

*History Note: Authority G.S. 90C-24(a)(3); 90-24(8); 90C-24(a)(8); 90C-32;  
Temporary Adoption Eff. December 1, 2005;  
Eff. January 1, 2007;  
Amended Eff. October 1, 2017;  
Pursuant to G.S. 150B-21.3A, rule is necessary without substantive public interest Eff. October 21, 2018.*