## Publishing Outcomes of Complaint Investigations

| Board<br>Decision | Document   | Name  | Board Website  |
|-------------------|--|---|--|
| Dismissal         | Letter to the Complainant;<br>Letter to the Subject of the<br>Complaint  | After the Board votes to dismiss the complaint,<br>only the complaint number is recorded in the<br>meeting minutes, NOT the Subject's name or<br>license number. Include the Subject's name,<br>license number, and the complaint number in<br>each letter.   | Post a complaint summary on the Board Website<br>without the Subject's name and license number after<br>the letters have been sent.  |
| No Violation      | Letter to the Complainant;<br>Letter to the Subject of the<br>Complaint  | After the Board votes to find no violation, only<br>the complaint number is recorded in the<br>meeting minutes, NOT the Subject's name or<br>license number.<br>Include the Subject's name, license number,<br>and the complaint number in each letter.   | Post a complaint summary on the Board Website<br>without the Subject's name and license number after<br>the letters have been sent.  |
| Violation         | Disciplinary Document to<br>the Subject of the<br>Complaint; Letter to the<br>Complainant  | After the Board votes to find a violation, the<br>Subject's name and license number are<br>announced at the Board meeting and recorded<br>in the meeting minutes.<br>Include the Subject's name, license number,<br>and the complaint number in the Disciplinary<br>Document and the letter.                      | <ul> <li>Post the Disciplinary Document on the Board Website with the Subject's name and license number after the letter and the Disciplinary Document have been sent. The Disciplinary Document will be updated based on the final outcome as follows: <ul> <li>a. If there is no settlement, the Disciplinary Document remains.</li> <li>b. If there is a settlement, the Settlement Agreement will be posted in addition to the Disciplinary Document.</li> </ul> </li> </ul> |
| Violation         | Board Determination/Offer<br>of Settlement to the Subject<br>of the Complaint; Letter to<br>the Complainant. Note: If<br>no settlement is reached, a<br>Disciplinary Document will<br>be prepared and sent to the<br>Subject of the Complaint. | After the Board votes to find a violation, the<br>Subject's name and license number are<br>announced at the Board meeting and recorded<br>in the meeting minutes.<br>Include the Subject's name, license number,<br>and the complaint number in the Board<br>Determination/Offer of Settlement and the<br>letter. | Post the Board Determination/Offer of Settlement on<br>the Board Website with the Subject's name and<br>license number after the Board Determination/Offer<br>of Settlement has been signed by both parties.   |