

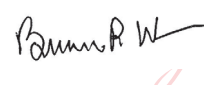
# FILING OF COMPLAINTS AGAINST REGULANTS

CID Policy 800-02 | Effective 08/22/2024

## I. STATEMENT

Complaints against DPOR regulants shall be handled in accordance with § 54.1-307.1 of the Code of Virginia. The Department shall consider a complaint sufficient when the alleged facts, if shown to be true, would constitute a violation of law or regulation of any regulatory board within Subtitle II of Title 54.1 of the Code of Virginia or any of the programs which may be in another title of the Code for which any regulatory board within Subtitle II has enforcement responsibility.

### Approved By:

  
Digitally signed by Brian Wolford  
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## II. PURPOSE

The purpose of this policy is to establish Department of Professional and Occupational Regulation guidelines for receiving complaints filed against regulants.

## III. DEFINITIONS

N/A.

## IV. PROVISIONS

### A. COMPLAINT FILING DEADLINES

In order to be investigated by the Department, complaints shall be filed in accordance with the provisions of [§ 54.1-307.1 of the Code of Virginia](#).

### B. COMPLAINT FORMAT REQUIREMENTS

1. All complaints shall be in writing except for:

- a. Situations where the complainant indicates that filing a written complaint will impose a hardship as contemplated by the Americans with Disabilities Act, as amended;
- b. Life threatening situations or situations that have resulted (or have the potential to result) in physical harm or personal injury to a consumer or the public;
- c. Situations resulting in the loss of the consumer's residence rendering the consumer unable to submit a written complaint; or
- d. When the Department becomes aware of information indicating that a regulant has engaged in criminal activity, that a regulatory board, through its regulations and applicable statutes, has determined may be related to the practice of the profession or occupation, or which disciplinary action may be taken.

2. Anonymous complaints may be accepted.

### C. SOURCES OF COMPLAINTS

1. Information obtained from the media or other public source or from any court or other public record/document shall be deemed equivalent to a written complaint.

2. Written or verbal complaints resulting from information submitted to or obtained by any sworn investigator of the Compliance and Investigations Division indicating that a regulant has violated or is about to violate a law or regulation shall be accepted.
3. Written or verbal complaints submitted by other law enforcement or regulatory agencies shall be accepted.

## **V. RELATED DOCUMENTS**

N/A