

Office of Professional Regulation
Vermont Secretary of State
www.vtprofessionals.org

STATEMENT OF COMPLAINT

A. Professional Information - (Name of the person you are complaining about)

Last Name	First Name	MI	
Type of Professional you are complaining about: (See Attached List)			
Mailing Address (PO Box, Street Number and Name)			
City	State	Zip Code	
Work Telephone	Home Telephone	Fax	E-Mail

B. Complainant (Your) Information

Last Name	First Name	MI	
Mailing Address (PO Box, Street Number and Name)			
City	State	Zip Code	
Work Telephone	Home Telephone	Fax	E-Mail

C. Business Establishment Involved, If Any

Name			
Mailing Address (PO Box, Street Number and Name)			
City	State	Zip Code	
Home Telephone	Work Telephone	Fax	E-Mail

D. Witnesses with factual knowledge of the events leading to your complaint, if applicable - (Use additional sheets, if needed)

First Witness, if any

Last Name	First Name	MI	
Mailing Address (PO Box, Street Number and Name)			
City	State	Zip Code	
Home Telephone	Work Telephone	Fax	E-Mail

Second Witness, if any

Last Name	First Name	MI	
Mailing Address (PO Box, Street Number and Name)			
City	State	Zip Code	
Home Telephone	Work Telephone	Fax	E-Mail

E. Description of complaint: Describe your complaint in detail below. List services provided by the professional, and dates. If you need more space, please continue on the next page, and/or use additional 8 ½ X 11 sheets of paper.

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F. Attach copies of related documents and records obtained during the course of the matter, if possible.

Statement of person filing this Complaint

I understand that a copy of this complaint, and any additional information attached to this complaint, may be sent to the person who is the subject of this complaint.

Signature of Person Filing this Complaint	Date

**Vermont Secretary of State
Office of Professional Regulation**

What Happens After a Disciplinary Complaint is Filed

1. Upon receipt of a complaint, the Unit Administrator will review the complaint to first determine if:
 - the professional activity requires a person to be licensed, certified, or registered;
 - the person being complained about is licensed, certified, or registered; and
 - the complaint could be considered unprofessional conduct based on the laws and rules related to the profession.
 2. If any of the three criteria above are not met, the complainant will be notified that this is not within the jurisdiction of the regulating body.
 3. If the three criteria are met, a case is opened and a number is assigned. This number will appear on all correspondence sent from this office about the complaint. If you contact this Office, please refer to your case file number.
 4. A letter will be sent to the complainant indicating that the Office has received the complaint and has opened a case.
 5. A letter will be sent to the licensee (we refer to the licensee as the “respondent”) indicating a complaint has been made. A copy of the complaint information will also be sent to the respondent.
 6. The case will be assigned to an investigative team. The team is made up of:
 - a unit administrator
 - a staff investigator, and
 - board member or advisor
- The team may also include a prosecuting attorney.
7. The complainant and respondent will be contacted by an investigator. Other people with knowledge of the complaint may also be contacted. The investigator will obtain copies of written documentation, and records relevant to the complaint.
 8. The team will then review the investigator’s findings and prepare a recommendation. If the recommendation is to close the case without disciplinary action, it is submitted to the board or the Director. If the recommendation is to pursue disciplinary action, the Prosecuting Attorney will prepare formal charges.
 9. The investigatory process above usually takes between 6 to 9 months to complete. If a decision is made to pursue discipline through formal charges and a hearing, this process can take an additional 5 to 10 months depending on the complexity of the case.
 10. Although hearings and disciplinary actions are public, the investigative process is entirely confidential. If the decision is to pursue disciplinary action against the respondent, however, the names of the persons involved **may become** public. If the decision is to close the investigation without disciplinary action, the complaint and information collected will remain confidential.
 11. Complaint investigations focus on licensure and fitness of the licensee to practice. Disciplinary action, when warranted, ranges from warning to revocation of license, based on the violations and circumstances. From this process, a complainant should not expect a return of fees paid or additional unpaid services as a result. If you seek restitution of this nature, consider consulting with the Consumer Protection Division of the Office of the Attorney General, seeing an attorney, or filing a case in Small Claims court.
 12. At any time if you have questions you should feel free to contact the Unit Administrator assigned to your case.

For professions listed below:

Accountancy
Acupuncture
Barbers/Cosmetology
Boxing Control
Body Piercers/Tattooists
Electrolysis
Engineers
Land Surveyors
Motor Vehicle Racing
Opticians
Optometry
Osteopath
Pharmacy
Private Investigative
Radiologic Technologists
Veterinarians

Athletic Trainers
Drug/Alcohol Counselors
Dental
Dietitians
Marriage & Family Therapists
Mental Health Counselors
Occupational Therapists
Psychoanalysts
Psychologists
Psychotherapists
Physical Therapists
Real Estate Appraisers
Real Estate Brokers/Salespersons
Clinical Social Workers

Architects
Auctioneers
Chiropractors
Funeral Services
Hearing Aid Dispensers
Midwives
Naturopaths
Respiratory Care Therapists

Nursing – (Licensed Nurse Assistant, Licensed
Practical Nurse, Registered Nurse)
Nursing Home Administrator

Mail your complaint to:

**Vermont Secretary of State
Office of Professional Regulation
Attn: Carla Preston
National Life Bldg., FL2
Montpelier, Vermont 05620-3402
802 828-1505
cpreston@sec.state.vt.us**

Mail your complaint to:

**Vermont Secretary of State
Office of Professional Regulation
Attn: Rita Knapp
National Life Bldg., FL2
Montpelier, Vermont 05620-3402
802 828-1505
rknap@sec.state.vt.us**

Mail your complaint to:

**Vermont Secretary of State
Office of Professional Regulation
Attn: Terry Gray
National Life Bldg., FL2
Montpelier, Vermont 05620-3402
802 828-1505
terry.gray@sec.state.vt.us**

Mail your complaint to:

**Vermont Secretary of State
Office of Professional Regulation
Attn: Mary Botter
National Life Bldg., FL2
Montpelier, Vermont 05620-3402
802 828-1505
mbotter@sec.state.vt.us**