Note: If the complaint involves the possible impairment of a health care professional due to a substance use and/or mental health disorder, BPL may refer the licensee to the Health Professional Recovery Program (HPRP). The HPRP is designed to protect the public while helping the health care professional address his or her issue.

2. The complaint is investigated. A BPL investigator will interview witnesses and collect evidence related to the complaint. If the evidence does not support the complaint, the case will be closed.

3. An Administrative Complaint is filed if the evidence supports that a violation of the Public Health Code has occurred.

4. A Settlement Conference may be held. This is similar to a plea bargain in a court case and is an opportunity for the health care professional to reach a settlement without having to address the issue at an administrative hearing. This may result in a health care professional being sanctioned, which could include being fined, placed on probation, or suspended from practice. If an agreement is reached, the proposed settlement must be approved by the disciplinary subcommittee (DSC) of the appropriate licensing board before it becomes final. If a settlement is not reached or if the DSC rejects the proposed settlement, the case proceeds to an administrative hearing.

5. An Administrative Hearing is held to determine the facts of the case, what laws or rules apply, and whether the health care professional violated the Public Health Code. After the hearing, the administrative law judge submits a Proposal for Decision (PFD) regarding the hearing for review and determination by the appropriate DSC.

6. The Disciplinary Subcommittee takes action. After reviewing the administrative law judge’s PFD, the DSC has the option of dismissing the Administrative Complaint or taking the disciplinary action against the health care professional as provided under the Public Health Code.

Q. Is the DSC’s decision final?

A. The health care professional may appeal the DSC’s decision with the Michigan Court of Appeals.

Q. How can I find out if disciplinary action has been taken against a health care professional?

A. Disciplinary action taken against a health care professional is public information. You can obtain information about disciplinary actions by:

- **WEBSITE:** [www.michigan.gov/bpl](http://www.michigan.gov/bpl) Click on “Health License Disciplinary Action Reports” under “Quick Links” on the Bureau of Professional Licensing home page.

- **LOCAL PUBLIC LIBRARIES:** Ask your local public library for a copy of the annual Disciplinary Action Report of the Legal Affairs Division.

- **SUBMIT A WRITTEN REQUEST TO:**
  Department of Licensing & Regulatory Affairs
  Freedom of Information Coordinator
  BPL/Legal Affairs Division
  P.O. Box 30670
  Lansing MI 48909-8170

- **FAX YOUR WRITTEN REQUEST TO:**
  (517) 241-2635
At some point, everyone will require and benefit from the services provided by a health care professional. Unfortunately, there will also be occasions when a health care professional may fail to provide the quality care that you expect and are entitled to as a resident of the state of Michigan.

The mission of the Investigations & Inspections Division within the Bureau of Professional Licensing (BPL) is to protect the health, safety and welfare of the citizens of Michigan through implementation and enforcement of laws involving the licensing and regulation of health professionals. As part of that mission, BPL has prepared this Citizen’s Guide to answer the questions that consumers frequently ask when filing a complaint against a licensed or registered health care professional.

BPL distinguishes between complaints and Administrative Complaints. A complaint is filed when someone alleges that a health care professional violated the Public Health Code. This is the first step in a possible disciplinary action. The complaints, typically filed by consumers, involve health care professionals providing substandard care or practicing outside the scope (area of expertise) of their license.

The State files an Administrative Complaint against a health care professional when the State believes there is enough evidence to prove that the individual violated the Public Health Code and that disciplinary action should be taken against their license or registration.

BPL hopes that you will find the following information useful.

Q. What health care professions are regulated by BPL?

A. BPL regulates the following health care professions in Michigan:

- Acupuncture
- Athletic Trainers
- Audiology
- Chiropractic
- Counseling
- Dentistry
- Marriage and Family Therapy
- Massage Therapy
- Medicine
- Nursing (RN, LPN)
- Nursing Home Administrators
- Occupational Therapy
- Optometry
- Osteopathic Medicine & Surgery
- Pharmacy
- Pharmacy Technicians
- Physical Therapy
- Physician’s Assistant
- Podiatric Medicine & Surgery
- Psychology
- Respiratory Care
- Sanitarians
- Social Work
- Speech-Language Pathology
- Veterinary Medicine

NOTE: BPL’s authority is limited to granting licenses or registrations for these professions or taking disciplinary action against licensees/registrants for violations of the Public Health Code. BPL does not have the authority to resolve fee disputes or conflicts between patients and their health care providers.

Q. How do I file a complaint (a consumer complaint)?

A. All complaints must be in writing. You can obtain a Complaint Form by calling BPL or accessing our website. The Complaint Form will describe the information you need to provide so that BPL can process your complaint. For a Complaint form you can write, call, or e-mail:

Department of Licensing & Regulatory Affairs
BPL/Investigations & Inspections Division
P.O. Box 30670
Lansing MI 48909-8170
Phone: (517) 373-9196
BPLhelp@michigan.gov

The Complaint Form is also available for download on the BPL website at:

http://www.michigan.gov/bpl (Under “File a Complaint” click on “Health License Complaint Application.”

Q. What information is required?

A. The person filing the complaint must include:

- Your name and contact information;
- The name and profession of the licensee or registrant;
- A detailed description of the alleged problem or incident, including dates and locations; and,
- Names and addresses or phone numbers of anyone who can provide supporting information.

NOTE: The name of the person filing the complaint will be kept confidential, to the extent possible, unless he or she is required to testify at a hearing (see step 5).

Q. What happens after a complaint is filed?

A. The complaint is reviewed to determine if a violation of the Public Health Code has occurred.

1. The review process begins.
Based on this review, BPL will either request authorization to investigate the complaint, close the complaint with no further action, or close and refer the matter to another state agency if the matter is outside our jurisdiction.