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MEMORANDUM

To: DMH Licensed Facilities & Interested Parties

From: Kathy Sanders, MD, Deputy Commissioner for Clinical and Professional Services  
Janet Ross, RN, MS, Assistant Commissioner/Director of Licensing

Date: January 11, 2017

Re: DMH Licensing Bulletin #17-01 - New Investigations Regulations - 104 CMR 32.00

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Attached please find DMH Licensing Bulletin #17-01 - New Investigations Regulations - 104 CMR 32.00. This bulletin outlines recent changes to these regulations to organize the material in a manner reflecting how investigations actually flow through the Department.

The process for filing complaints, conducting fact-finding activities, issuing decisions and pursuing appeals remains essentially the same as in the previous version of these regulations, but the reference numbers have changed slightly.

There are, however, several important changes that are outlined in detail within the bulletin. The most important change that will affect licensed facilities is the introduction of a new process for resolving complaints that do not require formal fact-finding. This process is called Administrative Resolution.

Questions regarding these new regulations should be directed to the DMH Licensing Division at 617-626-8117 or [Patricia.Webb@massmail.state.ma.us](mailto:Patricia.Webb@massmail.state.ma.us)