

# Massachusetts Department of Public Health

## Bureau of Health Professions Licensure

The Bureau of Health Professions Licensure (HPL) investigates complaints and concerns regarding licensed professionals (licensees) on behalf of the Boards of Registration (Boards) that license registered Nurses, Licensed Practical Nurses, Certified Registered Nurse Anesthetists, Certified Nurse Midwives, Certified Nurse Practitioners, Psychiatric Clinical Nurse Specialists, Clinical Nurse Specialists, Dentists, Dental Hygienists, and Dental Assistants, Pharmacists, Pharmacy Interns and Technicians and Pharmacies, Nursing Home Administrators, Physician Assistants, Respiratory Therapists, Perfusionists and Genetic Counselors.

When information from a complaint investigation indicates that a licensee has violated a law or regulation relating to the particular profession, the licensing board may take administrative action against the licensee, ranging from issuing an advisory letter, requiring a licensee to take remedial education, or discipline of the individual's license to practice, e.g., stayed probation, reprimand, remedial education, probation, censure, suspension, and revocation. Each Board has its own regulations and practices related to discipline.

The HPL and the Boards of Registration **cannot** represent you in civil matters in a court of law or other tribunal to recover fees paid or to seek remedies for injuries. You may wish to consult a private attorney regarding these matters.

### ISSUES THAT ARE NOT WITHIN THE AUTHORITY OF THE HPL OR THE BOARDS OF REGISTRATION

- Fee disputes, such as payment for broken or missed appointments
- Billing disputes, such as the amount a licensee charges for services
- Personality conflicts

### COMPLAINT FORM INSTRUCTIONS

- To file a complaint, you must submit a legible, signed and dated complaint that identifies the person or entity who is the subject of your complaint.
- If your complaint is about treatment you received, treatment or medical records are required to process your complaint. The signature of the patient or legal guardian to the *Authorization for Release of Records and Referral of Complaint* section is necessary.
- Use a separate form for each person or entity against whom you wish to file a complaint.
- Be **specific** in your complaint description, and include copies of pertinent medical records, correspondence, contracts and any other documents that support your complaint.
- HPL will send written notification of any action on your complaint.
- If the allegations contained in your complaint are determined to be possible violations of applicable laws and/or regulations, a complaint will be opened for investigation.
- If your complaint is opened and assigned for investigation, a copy of the complaint will be provided to the health care licensee or entity.
- HPL may, in its discretion, investigate an anonymous complaint if the complaint is in writing; if the complaint allegations constitute violations of law or regulations warranting Board action; if preliminary inquiry reveals sufficient information to determine that the allegations may be true; and if proving the allegations does not require the identification and/or testimony of the person filing the complaint.

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### Bureau of Health Professions Licensure

239 Causeway Street, 5th floor, Boston, MA. 02114

PH: (617)973-0865

FAX: (617)973-0985

TTY: (617) 973-0988



<b>DESCRIPTION CONT.</b>	<b>Details of Complaint continued</b>
	_____
	_____
	_____

<b>COMPLAINT DETAILS</b>	Have you discussed this matter with the licensee, the licensee's office or facility? <input type="checkbox"/> yes <input type="checkbox"/> no
	If yes, name and phone number of person contacted: _____
	Date of contact: _____ How was contact made? (phone, e-mail, letter, in person) _____
	Result of contact: _____
	_____
	If there are <b>witnesses</b> to your complaint, please provide witness name(s) and telephone number(s) (if applicable) _____
Have you filed this complaint with any other state or federal agencies? <input type="checkbox"/> yes <input type="checkbox"/> no If yes, explain _____	
_____	
If resolution of this complaint requires it, <b>are you willing to testify</b> in person regarding this matter at a formal hearing? <input type="checkbox"/> Yes, I am willing. <input type="checkbox"/> No, I am not willing.	

**AUTHORIZATION FOR RELEASE OF RECORDS AND REFERRAL OF COMPLAINT**

My signature on this form, or photocopy thereof, authorizes the Department of Public Health Bureau of Health Professions Licensure to: (1) receive copies of all my health records relating to my complaint; (2) to share the complaint and all records collected by the Bureau of Health Professions Licensure during the investigation of my complaint with the licensee for the licensee's use in responding to the allegations in this complaint; and (3) to refer my complaint to other regulatory and/or law enforcement authorities for appropriate action.

I understand that all complaints are investigated to determine their factual basis.

The act of filing a complaint and its receipt and/or investigation by DPH does not mean that disciplinary action will be taken against the licensee.

I hereby declare that I am at least 18 years old and affirm under penalties of perjury that the information provided in connection with the foregoing complaint is true and correct to the best of my knowledge, information and belief.

\_\_\_\_\_  
**Signature of** \_\_\_\_\_ **Date**  
 Patient **or**  
 Legal Representative  
 (attach documentation)

**Mail this form to:**  
 Department of Public Health  
 Bureau of Health Professions Licensure  
 Attn: Office of Public Protection  
 239 Causeway Street, 5<sup>th</sup> Floor  
 Boston, MA 02114

<b>DPH USE ONLY:</b>	
_____	_____
<b>Signature of Executive Director or Designated Board Representative</b>	<b>Date</b>