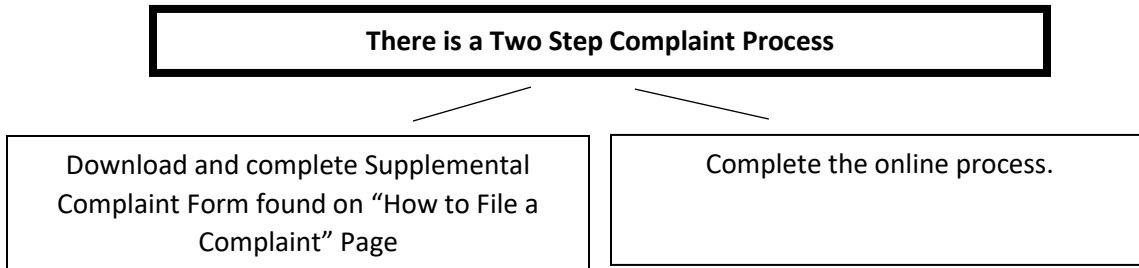


# How to File a Complaint



**SECURITY NOTE:** This system times out for security. To help prevent time-out, the instructions tell you in what order to complete the steps. Please read instructions completely before beginning the process.

**FIRST, before beginning the online complaint process:**

	Employers	Public/Law Enforcement/Self-Report
Complete ECET (Employer Complaint Evaluation Tool) BEFORE filing complaint. A Link to the ECET is on the <i>Discipline &amp; Compliance</i> page or the <i>How to File a Complaint</i> page.	X	
Upload Supplemental Complaint Form <sup>1</sup> with EVERY complaint. Please complete this fillable PDF form to the best of your ability to ensure the investigation is full and complete.	X	X
Pick the correct Supplemental Complaint Form. Save to your computer.	X	X
Gather any supporting documents.		
Begin completion of Supplemental Complaint Form. You do not have to complete in one session, but you must save as you go.	X	X
Save final version.	X	X
Ensure Supplemental Complaint Form AND supporting documents are saved as separate PDFs, <b>ready for upload.</b>	X	X
Now, you can begin the online complaint process.	X	X
At the end of the Online Complaint Process, follow prompt to upload supporting material ( <i>i.e.</i> , Supplemental Complaint Form and supporting documents saved in separate PDFs.)	X	X

<sup>1</sup> **Public Complaint Form:** Members of the public *OR* self-report by licensees *if* allegations do not involve diversion or impairment.

**Employer Complaint Form:** Employers/supervisors for complaints against employees *if* allegations do not involve diversion or impairment. Please remember to complete ECET first.

**Supplemental Diversion or Impairment Complaint Form:** for use by employers, members of the public, self-report by licensees, or law enforcement if allegations involve diversion or impairment.

**SECOND, file the Online Complaint (*applies to ALL filers*):**

1. Preliminary Questions: (LLR is an umbrella agency, servicing over 40 Boards, with a universal complaint system. You MSUT complete the universal questions in order to file your complaint.)
  - a. Wage Complaint: Verifies that this a NOT wage complaint. The page redirects you if you have a wage complaint.
  - b. Licensed or Unlicensed: Verifies that the Respondent has a license, RN, LPN, or APRN?
  - c. Identify Respondent: Identify the person against who you are filing a complaint.
  - d. Confirm Identity of Respondent: There may be multiple licensees with similar names. Confirm the identity of the person against whom you are filing a complaint.
  - e. Administrative Action: *This page has you confirm you understand that the agency cannot help you in civil proceedings to recover fees or compensation. \*\*\*\*\*will ask chip*
  
2. Complaint Page:
  - a. Provides links to ECET, Supplemental Complaint Forms, and Instructions.
  - b. Employers, if you have NOT completed the ECET, **stop** and complete now.
  - c. If you have not completed a Supplemental Complaint Form, **stop** and complete now.
  
3. Final Questions:
  - a. Complainant Contact Information: Enter your contact information. This step is important. The Investigator needs to be able to contact you. Yes, anonymous complaints are accepted, but the complaint may be harder to prove.
  - b. Verification of Respondent's Identity: Verify identity of person you believe has engaged in misconduct.
  - c. Complaint detail information: If you have completed a Supplemental Complaint form and have already given a narrative that details the complaint, you do not have to fill this out again. Please type "See Supplemental Complaint Form." If your Supplement Complaint Form does not include a narrative with complaint details, please complete this section. **The system times out in 10 minutes, so it may be easier to include your narrative in the Supplemental Complaint form where you have an unlimited amount of time.**
  - d. Electronic Signature: The page asks you, and you must, electronically sign the complaint.
  
4. Confirmation Page
  - a. **The complaint process is not over after you submit the complaint.**
  - b. Review the information and verify that it is correct.
  - c. **The final step is to upload your Supplemental Complaint Form and supporting documents by using the "Upload Documents" at the bottom right hand corner of the screen.**
  - d. Please upload the Supplemental Complaint Form as a separate PDF from your supporting documents.