Investigations

Your complaint will be given serious consideration by the Board and further investigative action may be taken, if appropriate. You may be contacted by an investigator. A referral of a complaint for further investigation does not necessarily mean that a violation has occurred. Investigations are completed as soon as possible, depending on the nature of and circumstances of the complaint.

Investigative files are, by law considered confidential and may not be released; however the Board is authorized by law to release investigative files to another enforcement agency or lawful licensing authority.

Disciplinary Action

The Board may take disciplinary action against a licensee if the Board determines, after a hearing, that any of the laws and/or rules has been violated. Disciplinary action may be in the form of a fine, reprimand, probation, suspension, or revocation.

The Hearing Process

After reviewing the results of the investigation the Board may determine that a violation has occurred. If so, the Board will refer the case to the State Attorney General's Office to initiate formal proceedings. However, not all cases referred to the Attorney General's Office result in formal hearings. In some cases, the Board and the licensee agree to certain disciplinary sanctions and enter into a Consent Order.

Cases that proceed to a formal hearing are decided by an Administrative Law Judge in accordance with the Georgia Administrative Procedures Act. If a hearing is conducted, you as the complainant, may be called to testify. After the hearing the Administrative Law Judge will render an Initial Decision containing the findings of fact, conclusions of law, and recommended disciplinary action. The licensee or the Board may seek a review of the Initial Decision. The Administrative Law Judge will then render a Final Decision and the Final Decision may be appealed to the Superior Court of Fulton County, GA.

The hearing process is lengthy and may take months to complete. However, the process is designed to meet constitutional requirements of due process and to protect the right of all involved.

What you may expect

You may expect the Board to be genuinely concerned with your complaint. It will receive full and prompt attention. Where appropriate, the Board will seek to investigate and resolve the complaint, either through formal or informal means.