

## **THE PATH OF A COMPLAINT**

- **THE COMPLAINT IS RECEIVED**
  - **THE INFORMATION IS REVIEWED**
  - **LPN IS INFORMED OF COMPLAINT, NARRATIVE IS REQUESTED (10-DAY TIME-FRAME TO REPLY TO ALLEGATIONS)**
  - **WHEN NARRATIVE IS RECEIVED, INFORMATION IS REVIEWED AGAIN**
  - **DECISION:**
    - 1. NO ACTION**
    - 2. LETTER OF CONCERN**
    - 3. CONSENT AGREEMENT**
      - A. LETTER OF REPRIMAND**
      - B. PROBATION**
      - C. SUSPENSION**
    - 4. FORMAL HEARING**
  - **HEARING – IF A CASE GOES BEFORE THE BOARD THEY ARE SCHEDULED TO APPEAR AT A HEARING. EACH CASE IS DECIDED ON INDIVIDUAL BASIS. ACTION IS BASED ON THE SERIOUSNESS OF THE VIOLATION(S).**
  - **DECISION:**
    - 1. NO ACTION/DISMISSAL**
    - 2. LETTER OF CONCERN**
    - 3. LETTER OF REPRIMAND**
    - 4. PROBATION**
    - 5. SUSPENSION**
    - 6. REVOCATION**
- \*\*\*WHEN A LICENSE IS REVOKED, IT IS PERMANENT**
- **THERE IS AN APPEAL PROCESS THAT CAN BE INITIATED IF THE RESPONDENT DISAGREES WITH THE BOARD'S DECISION.**