

ALABAMA BOARD OF EXAMINERS IN
MARRIAGE AND FAMILY THERAPY
ADMINISTRATIVE CODE

CHAPTER 536-X-10
COMPLAINT PROCEDURES

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536-X-10-.01 Complaint Procedures

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(1) Complaints are to be submitted to the Board in writing. A complaint form has been developed by the Board. The Board does not accept anonymous complaints.

(2) A complaint is forwarded to the Executive Director, Board Counsel, Board investigator and the assigned Board Member, after consultation with Board Counsel.

(3) The Board member informs the Board Counsel if he or she thinks there has been a rule or law violation.

(4) If no violation has occurred, a letter is written to the complainant closing the file.

(5) If a violation has occurred, a letter is written to the licensee asking for a response to the complaint and the response must be submitted within 30 days. The Board investigator may follow-up with the licensee regarding the complaint.

(6) Upon receipt of the licensee's response to the complaint, the Board investigator prepares and submits a report which is forwarded to the Executive Director, Board Counsel and Board member.

(7) The Board member makes a recommendation to the Board Counsel regarding the disposition of the complaint.

(8) A consent agreement is sent to the licensee. If the licensee does not respond to the consent agreement within the time prescribed, a hearing notice will be sent to the licensee and the matter will be held for administrative hearing.

(9) At the conclusion of any disciplinary matters, a letter is written to the complainant outline the action taken in this matter.

Author: The Alabama Board of Examiners in Marriage and Family Therapy

Statutory Authority: Code of Ala. 1975, §§34-17A-1 thru 34-17A-26.

History: New Rule: Published October 30, 2020; effective December 14, 2020. Amended (Rule Number ONLY): Published July 29, 2022; effective September 12, 2022.

Ed. Note: Previous rule .01 was renumbered to .02 per certification published January 31, 2022; effective March 17, 2022. Previous rule .01, Application For Spouses Of Active Duty Military Personnel, was repealed and rule.02 was renumbered .01 per certification published July 29, 2022; effective September 12, 2022.