

Guidelines for Prioritizing Complaints

Urgent: (Highest Priority)

- Gross negligence and incompetence or repeated negligent acts that involve death or serious bodily injury
- Allegations of drug or alcohol abuse resulting in death or serious bodily injury
- Sexual misconduct with patient during course of treatment or examination
- Practicing while under the influence of drugs or alcohol
- Physical or mental abuse with injury
- Unlicensed practice alleged to have resulted in patient injuries
- Aiding and abetting unlicensed practice alleged to have resulted in patient injuries
- Arrests or convictions substantially related to the practice of chiropractic (note: may be recategorized based on the nature of the underlying acts)
- Impairments (mental, physical, or as a result of alcohol or drug abuse)

High:

- Negligence or incompetence without serious bodily injury
- Physical or mental abuse (without injury)
- Complaints about licensees on probation (whether or not injury)
- Multiple complaints of the same allegation
- Complaints against chiropractors who have had multiple prior complaints
- Unlicensed practice (with no apparent harm)
- Aiding and abetting unlicensed practice (with no apparent harm)
- When evidence will likely be destroyed or unavailable
- False/misleading advertising
- Patient abandonment
- Fraud
- Failure to release patient records
- Record keeping violations

Routine:

- Applicant misconduct
- Non-jurisdictional complaints
- Continuing Education
- Breach of confidentiality
- Delinquent licenses less than 60 days