



Ohio Administrative Code Rule 4781-8-08 Complaints against licensees.

Effective: January 20, 2020

(A) Any person who believes that a licensee has violated any provision of Chapter 4781. of the Revised Code or rules promulgated thereunder, may notify the division in writing or by phone.

(B) Upon receipt of a complaint against a licensee, the division or its designee shall follow the following procedure:

(1) Review the complaint to determine if further information or investigation is needed; or

(2) If further investigation is needed, the division or its designee shall investigate the matter and report its initial findings to the superintendent or his or her designee who shall then make a determination whether the complaint should be:

(a) Closed with no further action;

(b) Referred for further investigation; or

(c) Referred for disciplinary action against a licensee.

(C) The division or its designee may initiate an investigation of a licensee on its own motion to determine whether the licensee is in compliance with Chapter 4781. of the Revised Code and the rules promulgated thereunder.
