

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.**