

4747-1-18

**Complaint procedures.**

- (A) A copy of the original written complaint will be distributed by the secretary to the vice chair or the investigative review group chair~~all board members immediately upon receipt.~~
- (B) The board or any of its employees may also file a complaint against any hearing aid dealer, trainee, firm, partnership, association or corporation.
- (C) Once filed with the board, a complaint will remain active until ~~resolved to the board's satisfaction~~closed.
- (D) When a license or trainee permit is revoked or suspended, all license or permit certificates shall be returned to the board by certified mail within fifteen days of receipt of notification by the licensee or permit holder.
- (E) Complaints against licensees or holders of a trainee permit pursuant to section 4747.13 of the Revised Code. Any person may make a complaint against any person, firm, partnership, association or corporation pursuant to Chapter 4747. of the Revised Code. The complaint shall be submitted in writing to this board within one year from the date of the action or event upon which the complaint is based. The board shall determine whether the charges in the complaint constitute probable cause to warrant a hearing before the board to determine whether the license or permit of the holder thereof shall be revoked or suspended. If the board determines that a hearing is warranted, it shall set the date, time, and place of such hearing and deliver or cause to have delivered, either in person or by certified mail, at least twenty days before the date of such hearing, an order informing the licensee of the date, time, and place where he shall appear before the board. ~~Such order shall include a copy of the complaint against the licensee.~~ A hearing on the matter shall be conducted in accordance with Chapter 119. of the Revised Code.

Effective: 06/11/2017

Five Year Review (FYR) Dates: 03/27/2017 and 03/15/2022

CERTIFIED ELECTRONICALLY

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Certification

06/01/2017

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Date

Promulgated Under: 119.03  
Statutory Authority: 4747.04  
Rule Amplifies: 4747.13  
Prior Effective Dates: 2/1/1977, 4/15/84, 2/15/97, 6/1/08