

Filing a Massage Complaint

To file a complaint:

- Complete the on-line complaint form and submit it. **A written complaint is required.**
- Be sure to include accurate contact information for yourself and all available information about the complained.
- Include a detailed description of the complaint and which massage law or rule you believe was violated.
- If the complaint involves any criminal activity, to include Human Trafficking or Prostitution, please also file a complaint with the appropriate law enforcement agency.

What happens next:

- You will receive written acknowledgment of receipt of your complaint by the Board.
- You may be contacted by an investigator for the Board.
- You will be notified of the Board's final decision. This can take some time depending on the nature of the complaint and the involvement of other agencies in the investigation.

Handling of Complaints

After receiving a complaint, the Executive Director or his designee:

- Assigns the complaint to the Investigative Committee.
- Determines whether it is within the Board's jurisdiction.
- Responds to the complainant and acknowledges receipt.
- May ask for additional information.
- May contact you for a formal statement.

Once the investigation is complete:

- The Investigative Committee reviews the complaint and agrees to the appropriate recommendation.
- The investigative committee's recommendations are reviewed by the Board, at a regular Board meeting.
- The Board votes to accept the recommendation or can vote for a different disposition.
- Complainant is notified of the disposition.

Possible Board decisions:

- There is no basis for action against the license (No violation, no jurisdiction, lack of evidence or witnesses to prove the complaint).
- Licensee will receive a non-disciplinary letter of concern.
- A Cease-and-Desist Order is issued.
- A Consent is issued, which may include a fine and probation.
- Disciplinary charges are filed up to revocation or suspension of license.
- The case is referred to the District Attorney.
- Criminal charges are filed.