



State of Arizona Board of Psychologist Examiners

1400 West Washington, Room 235
Phoenix, Arizona 85007

Phone: (602) 542-3018 Fax: (602) 542-8279

www.psychboard.az.gov investigations@psychboard.az.gov

INSTRUCTIONS & NOTICE OF PROCEDURES REGARDING REQUESTS FOR INVESTIGATION

The State of Arizona Board of Psychologist Examiners has received notice that you wish to request an investigation of the actions of one of the Board's licensed psychologists. Please complete the enclosed form and return it, along with any supporting documentation, to the Board office at the address listed on the form. **Please do not submit your Request for Investigation until you have assembled all supporting documentation so that the entire packet can be submitted at one time to avoid delays in the investigation process. Audiotapes, video tapes or compact discs submitted as a part of your response must be accompanied by a certified transcript of the entire (not excerpted) proceeding or conversation.**

Upon receipt, the case will be assigned to the Board's investigator. A copy of the Request for Investigation will be forwarded to the psychologist who is the subject of the investigation. The psychologist will be required to respond in writing. Please note that your name will be provided to the psychologist at that time. **The psychologist's response and the investigative reports are, pursuant to statute, part of the confidential investigative file and will not be provided to you.**

An investigation will be conducted. You may periodically contact the Board office to monitor the status of the investigation. Upon completion of the investigation, the matter will be referred to the Board's Complaint Screening Committee (CSC) for initial review. A person or a representative of a person who has made a complaint, or a person or a representative of a person against whom a complaint has been made, **who is present at a CSC meeting**, and who wishes to address the CSC regarding that complaint during initial review may do so by filling out a "Request to Speak" form and giving it to a Board staff person. The presentation will be limited to five minutes.

After the CSC's initial review, the CSC can vote to dismiss the case, if it determines that the complaint is without merit, or refer the case to the full Board for further review and action. You will be notified in writing of the CSC's decision.

If the case is referred to the full Board, and the Board believes the information provided is or might be substantive, it may schedule an informal interview with the psychologist to take place during a regularly scheduled Board meeting. If an informal interview is scheduled, you will be invited to attend. If the Board determines that the facts do not warrant revocation or suspension of the license, it may take any of the following actions:

1. Dismiss the case.
2. Issue a non-disciplinary Letter of Concern.
3. Issue a Decree of Censure.
4. Fix a period and terms of probation. Probation may include temporary suspension for a period not to exceed twelve months, restriction of the license, or restitution of fees to a client resulting from violations of this chapter. If a licensee fails to comply with a term of probation, the Board may file a complaint and notice of hearing and take further disciplinary action.
5. Enter into an agreement with the licensee to restrict or limit the licensee's practice or activities in order to rehabilitate the psychologist, protect the public, and ensure the psychologist's ability to safely engage in the practice of psychology.

If the Board believes grounds exist to revoke or suspend the psychologist's license for more than 12 months, it may refer the case to a formal hearing. You may be requested to attend the hearing and provide testimony. Whatever action is taken, you will be notified in writing of the results. Pursuant to Board rules, only a party may file a motion for rehearing or review of a Board decision. A party means the Board, an applicant for licensure or a licensee and does not include a complainant.

The Board of Psychologist Examiners has the responsibility to protect the public and is committed to act as fairly and expeditiously as possible on all investigations of matters within its jurisdiction. If you have any questions, please contact the Board's investigator at (602) 542-3018.



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FOR BOARD USE ONLY

Date Received:

Case Number:

License Number:

REQUEST FOR INVESTIGATION

Please type or print in ink and answer all questions. Return an original and one copy of all documents submitted.

Psychologist Information:
Name
Business Name Business Phone ()
Business Address
City State Zip Code

Complainant Information:
Name
Address Contact Phone ()
Where you wish to be contacted during business hours
City State Zip Code

SUMMARY OF ALLEGATION(S):

Include as many specific details as possible (who, what, when, where, how, why). Include the date(s) of treatment and specific examples of the problems with the care and treatment. Attach any additional documentation that supports your allegations. Please use extra sheets of paper, if needed. Please print clearly as the Board's review of your complaint will be delayed if we cannot read your writing.

Multiple horizontal lines for writing the summary of allegations.

(Attach additional pages if necessary.)

IS THIS COMPLAINT RELATED TO ACTIONS/NON-ACTIONS OF A COURT-APPOINTED PSYCHOLOGIST?

Yes _____ No _____

If yes, please provide a copy of the court order appointing the psychologist and a copy of the psychologist's report to the court.

RELATIONSHIP OF COMPLAINANT TO CLIENT:

- Self Parent Brother/Sister Legal Guardian (provide documentation)
 - Spouse Son/Daughter Friend Other _____
- (Please specify)

Is there anyone, other than yourself, who knows about your complaint and who could give us further information? If so, please provide the person's full name, address and telephone number.

I am the person who prepared this Request for Investigation. The information given herein is known to me to be the truth, or is true to the best of my knowledge and belief, without any reservations.

Signature of person filing the complaint

Date

PLEASE NOTE THE FOLLOWING:

- 1.) The Arizona Board of Psychologist Examiners (Board) has the statutory authority to regulate **psychologists** as provided by Arizona Revised Statutes and Board Rules only. Issues which are not within the authority of the Board include billing disputes (i.e., the amount a psychologist charges for services) and rudeness or personality conflicts (such as the psychologist or the office staff's attitude or professionalism).
- 2.) The Board's investigative files and records are confidential by law. Availability is restricted pursuant to Arizona Revised Statutes (A.R.S.) §32-2082(E). **Please note that your complaint will be provided to the psychologist to obtain a response to the allegations(s). According to statute, you are not entitled to review the psychologist's response.**
- 3.) If you wish to file a complaint against a health care facility or provider **other than a psychologist**, please see the **attached list of health professional licensing agencies.**

OTHER HEALTH PROFESSIONAL LICENSING AGENCIES

<u>Chiropractor</u>	State Board of Chiropractic Examiners 5060 North 19 th Ave., Suite 416 Phoenix, Arizona 85015 (602) 864-5088	<u>Counselor</u>	State Board of Behavioral Health Examiners 3443 N. Central Avenue, #1700 Phoenix, Arizona 85012 (602) 542-1882
<u>Dentist</u>	State Board of Dental Examiners 5060 North 19 th Ave., Suite 406 Phoenix, Arizona 85015 (602) 242-1492	<u>Dispensing Optician</u>	State Board of Dispensing Opticians 1400 W. Washington, Room 230 Phoenix, Arizona 85007 (602) 542-3095
<u>Homeopathic Physician</u>	Arizona Board of Homeopathic Medical Examiners 1400 W. Washington, Room 230 Phoenix, Arizona 85007 (602) 542-3095	<u>Medical Doctor (including) Psychiatrists</u>	Arizona Medical Board 9545 E. Doubletree Ranch Road Scottsdale, Arizona 85258 (480) 551-2700
<u>Medical Facility</u>	Department of Health Services - Medical Facilities 150 N. 18 th Avenue, #450 Phoenix, Arizona 85007 (602) 364-3030	<u>Naturopathic Physician</u>	Naturopathic Physicians Board of Medical Examiners 1400 W. Washington, Room 230 Phoenix, Arizona 85007 (602) 542-8242
<u>Nurse</u>	Arizona State Board of Nursing 4747 North 7 th St., #200 Phoenix, Arizona 85014 (602) 889-5150	<u>Nursing Home</u>	Department of Health Services – Long Term Care 150 N. 18 th Ave., #440 Phoenix, Arizona 85007 (602) 364-2690
<u>Optometrist</u>	State Board of Optometry 1400 W. Washington, Room 230 Phoenix, Arizona 85007 (602) 542-3095	<u>Osteopathic Physician</u>	Board of Osteopathic Examiners in Medicine and Surgery 9535 E. Doubletree Ranch Road Scottsdale, Arizona 85258 (480) 657-7703
<u>Pharmacist</u>	State Board of Pharmacy 4425 W. Olive Avenue, #140 Glendale, Arizona 85302 (623) 463-2727	<u>Physical Therapist</u>	State Board of Physical Therapy 1400 W. Washington, Room 230 Phoenix, Arizona 85007 (602) 542-3095
<u>Podiatrist</u>	State Board of Podiatry Examiners 1400 W. Washington, Room 230 Phoenix, Arizona 85007 (602) 542-3095	<u>Respiratory Therapist</u>	Board of Respiratory Care Examiners 1400 W. Washington, Room 200 Phoenix, Arizona 85007 (602) 542-5995
<u>Therapist</u>	State Board of Behavioral Health Examiners 3443 N. Central Avenue, #1700 Phoenix, Arizona 85012 (602) 542-1882	<u>X-ray Technician</u>	Radiation Regulatory Agency 4814 S. 40 th Street Phoenix, Arizona 85040 (602) 255-4845