

Rules of
**Department of Economic
Development**

Division 95—Committee for Professional Counselors
Chapter 4—Complaint Handling

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**Title 4—DEPARTMENT OF
ECONOMIC DEVELOPMENT
Division 95—Committee for
Professional Counselors
Chapter 4—Complaint Handling**

4 CSR 95-4.010 Public Complaint Handling and Disposition Procedure

PURPOSE: This rule establishes a procedure for the receipt, handling and disposition of public complaints pursuant to the mandate of section 620.010.16(6), RSMo (1986).

(1) The Committee for Professional Counselors will receive and process each complaint made against any licensee, registrant of the committee or unlicensed individual or entity, which complaint alleges certain acts or practices which may constitute one (1) or more violations of the provisions of sections 337.500–337.545, RSMo. Any member of the public or the profession or any federal, state or local official may make and file a complaint with the committee. Complaints will be received from sources both within and without Missouri and processed in the same manner as those originating within Missouri. No member of the Committee for Professional Counselors may file a complaint with this committee while holding that office, unless that member is excused from further committee deliberation or activity concerning the matters alleged within that complaint. The executive director or any committee staff member may file a complaint pursuant to this rule in the same manner as any member of the public.

(2) Complaints shall be mailed or delivered to the following address: Missouri Committee for Professional Counselors, 3605 Missouri Boulevard, P.O. Box 162, Jefferson City, MO 65102. However, actual receipt of the complaint by the committee at its administrative offices in any manner shall be sufficient. Complaints may be based upon personal knowledge or upon information and belief, reciting information received from other sources.

(3) All complaints shall be made in writing and shall fully identify the complainant by name and address. Oral or telephone communications will not be considered or processed as complaints, but the person making these communications will be asked to supplement those communications with a written statement.

(4) Each complaint received under this rule will be logged in a book maintained by the

committee for that purpose. The logbook will contain a record of each complainant's name and address; the name and address of the subject(s) of the complaint; the date each complaint is received by the committee; a brief statement of the acts complained of, including the name of any person injured or victimized by the alleged acts or practices; a notation whether the complaint resulted in its dismissal by the committee or informal charges being filed with the Administrative Hearing Commission; and the ultimate disposition of the complaint. This logbook shall be a closed record of the committee.

(5) Each complaint received under this rule shall be acknowledged in writing. The complainant shall be notified of the ultimate disposition of the complaint.

(6) This rule shall not be deemed to limit the committee's authority to file a complaint with the Administrative Hearing Commission charging a licensee or registrant of the committee with any actionable conduct or violation, whether or not this complaint exceeds the scope of the acts charged in a preliminary public complaint filed with the committee and whether or not any public complaint has been filed with the committee.

(7) The committee interprets this rule, which is required by law, to exist for the benefit of those members of the public who submit complaints to the committee. This rule is not deemed to protect or inure to the benefit of those licensees, registrants or other persons against whom the committee has instituted or may institute administrative or judicial proceedings concerning possible violations of the provisions of sections 337.500–337.545, RSMo.

AUTHORITY: sections 337.520, RSMo Supp. 1989 and 620.010.15(6), RSMo Supp. 1990. Original rule filed Oct. 16, 1986, effective Jan. 30, 1987. Amended: Filed Feb. 4, 1992, effective June 25, 1992.*

**Original authority: 337.520, RSMo 1985, amended 1989, 1993, 1995 and 620.010.15(6), RSMo 1973, amended 1981, 1983, 1986, 1989, 1990, 1993, 1994, 1995, 1999.*