**Lighthouse Therapy Team Grievance Process**

* The complainant will be notified that they have the right to file a formal complaint with the Colorado Department of Regulatory Agencies (DORA) <https://dpo.colorado.gov/FileComplaint>
* The complaint will be reviewed to determine whether a violation of a law or regulation may have occurred.
* If the complaint indicates a probable violation, an internal investigation will be conducted.
* The complaint may be resolved by the grievance program or investigated further, which may include a referral to DORA and/or the Office of Investigations.
* Both parties in the grievance will typically be provided with a copy of the complaint and all other documentation submitted.

Examples of documentation include a police report, witness information, personal statements, billing, X Rays, second opinions, pictures, news articles, etc.

The grievance program may:

* Issue a Letter of Admonition (a public reprimand in the form of a written letter)
* Refer it to Dora and/or the Office of Expedited Settlement
* Put the individual on probation
* Put the individual on suspension
* Require the individual to participate in continuing education
* Hold it while more information is gathered by staff for later presentation or to wait the outcome of criminal or civil litigation
* Enforce other disciplinary actions

A grievance may be dismissed if there is not enough evidence to support a violation of the professional practice act, law, or regulation.

**Lighthouse Therapy Team**

**Complaint Form**

**Complaint Filed Against:**

Name:

**Complaint Filed By:**

Name and Company (if applicable):

Mailing Address:

Phone:

Email:

Relationship to Client:

Client Name:

Client Date of birth:

On a separate sheet of paper, type or legibly print your complaint.

Please address the following:

1. Provide a chronological summary of your complaint, including dates.
2. List names, addresses and telephone numbers of witnesses including other professionals. Report any police investigation including case number and submit the written report (if available).
3. Attach copies of all documents relevant to your complaint such as letters and other correspondence, police reports, contracts, witness statements.
4. Have you filed a complaint with anyone else, retained an attorney, or had the case reviewed by any experts? If so, please provide detailed information for each.