



New Jersey Office of the Attorney General  
Division of Consumer Affairs  
State Board of Physical Therapy  
124 Halsey Street, 6th Floor P.O. Box 45014  
Newark, New Jersey 07101  
(973) 504-6455

## **Complaint Process**

Once your complaint has been received and reviewed, a summary of your complaint will be forwarded to the licensee with a cover letter from the Board requiring a detailed written response to the allegations in the complaint. Once that response is received, it will be reviewed and disposition may be recommended. If the Board needs additional information, the licensee may be required to appear to answer questions concerning the matter.

Please be advised that any information you supply on the complaint form may be subject to public disclosure. If an investigation into the matter is conducted, the information is subject to public disclosure only after the completion of the investigation. You are also advised that the completed complaint form is a "government record," which the Board may be obligated to provide to anyone making a request pursuant to the Open Public Records Act (OPRA).

You are further advised that pursuant to Section 4B of Executive Order No. 26, information concerning any individual's medical, psychiatric or psychological history, diagnosis, treatment or evaluation is not a government record subject to public access.

The disposition of your complaint may take several months. Please understand that the Board can only take formal action if it finds sufficient basis that the licensee violated State laws or regulations. If the Board determines that formal action is required, the matter is referred to the New Jersey Office of the Attorney General. In that case, formal charges may be filed against the licensee and the licensee will be given an opportunity to defend himself or herself. This process can take a considerable period of time.

If the complaint involves a dispute over fees, please be advised that the Board has limited jurisdiction over fees charged by professionals. If the Board determines that there is insufficient basis to pursue disciplinary action, but determines that the matter involves a fee dispute, your complaint may be referred to the Alternative Dispute Resolution (ADR) Unit of the Division of Consumer Affairs. The ADR is a free mediation service that can be helpful in resolving such matters.

Until a final determination has been made, the Board is not permitted to disclose information regarding the matter. You will be notified in writing when a final determination has been made.



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## Complaint Form

*Please print clearly.*

Please be advised that any information you supply on this complaint form may be subject to public disclosure. If an investigation into the matter is conducted, the information is subject to public disclosure only after the completion of the investigation. You are also advised that the completed complaint form is a "government record," which the Board may be obligated to provide to anyone making a request pursuant to the Open Public Records Act (OPRA).

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### Consumer Information

### Complaint Reported Against

NAME: \_\_\_\_\_

NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

BUSINESS NAME: \_\_\_\_\_

CITY: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

STATE: \_\_\_\_\_ ZIP CODE: \_\_\_\_\_

CITY: \_\_\_\_\_

HOME TELEPHONE NUMBER: \_\_\_\_\_

STATE: \_\_\_\_\_ ZIP CODE: \_\_\_\_\_

(include area code)

WORK TELEPHONE NUMBER: \_\_\_\_\_

TELEPHONE NUMBER: \_\_\_\_\_

(include area code)

(include area code)

FAX NUMBER: \_\_\_\_\_

TITLE: \_\_\_\_\_

E-MAIL ADDRESS: \_\_\_\_\_

LICENSE NUMBER (IF KNOWN): \_\_\_\_\_

DATE: \_\_\_\_\_

DATES OF TREATMENT/SERVICE:

FROM: \_\_\_\_\_ To: \_\_\_\_\_

1. What is the relationship between the complainant and the consumer or patient?

Self

Spouse

Parent

Son/Daughter

Friend

Brother/Sister

Legal Guardian

Other (please specify) \_\_\_\_\_

2. Please provide the following information about the consumer or patient if he or she is someone other than the complainant.

Name: \_\_\_\_\_ Date of birth: \_\_\_\_\_

Month Day Year

Address: \_\_\_\_\_

Street address

City

State

ZIP code

Home telephone number: \_\_\_\_\_ Work telephone number: \_\_\_\_\_

(include area code)

(include area code)

3. Please provide the following information about any other practitioner or licensee involved in the matter about which you are filing a complaint.

Name: \_\_\_\_\_

Title: \_\_\_\_\_ License number: \_\_\_\_\_

Address: \_\_\_\_\_  
Street address City State ZIP code

Telephone number: \_\_\_\_\_  
(include area code)

Name: \_\_\_\_\_

Title: \_\_\_\_\_ License number: \_\_\_\_\_

Address: \_\_\_\_\_  
Street address City State ZIP code

Telephone number: \_\_\_\_\_  
(include area code)

4. Please provide the following about anyone who was a witness to the matter about which you are filing a complaint.

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
Street address City State ZIP code

Daytime telephone number: \_\_\_\_\_ Evening telephone number: \_\_\_\_\_  
(include area code) (include area code)

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
Street address City State ZIP code

Daytime telephone number: \_\_\_\_\_ Evening telephone number: \_\_\_\_\_  
(include area code) (include area code)

5. What is the nature of the complaint? *(Please check all that apply and provide any additional comments on a separate sheet of paper.)*

- |   |   |   |
|---|---|---|
| <input type="checkbox"/> Administrative/Recordkeeping         | <input type="checkbox"/> Advertising  | <input type="checkbox"/> Fees/Billing Practices     |
| <input type="checkbox"/> Fraud                                | <input type="checkbox"/> Incompetence   | <input type="checkbox"/> Insurance Fraud            |
| <input type="checkbox"/> Professional/Occupational Misconduct | <input type="checkbox"/> Sexual Misconduct  | <input type="checkbox"/> Substance Abuse/Impairment |
| <input type="checkbox"/> Unlicensed Practice                  | <input type="checkbox"/> Briefly explain the problem if it is not listed above: _____ |   |

6. Please describe the facts of your complaint in the order in which they happened. Please print clearly. You may use additional sheets of paper if they are needed.

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7. Please describe any action taken to resolve this matter prior to contacting the Board. Please print clearly. You may use additional sheets of paper if they are needed.

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All complaints must be accompanied by **readable copies** (NO ORIGINALS) of any complaint-related contracts, bills, receipts, canceled checks, correspondence or any other documents you feel are related to your complaint.

8. I certify that the statements made by me in this complaint are true and any documents attached are true copies. I am aware that if any statements made by me are willfully false, I am subject to punishment.

\_\_\_\_\_  
Signature\*

\_\_\_\_\_  
Date

Return to:

Divison of Consumer Affairs  
State Board of Physical Therapy  
P.O. Box 45014  
Newark, NJ 07101

\* This certification must be signed by the person who has completed this form.