

Rule 919
COMPLAINTS

- (a) **Complaint Concerning an Approved Individual or Approved Program.** A person who alleges that an approved individual or program has violated Rule 918 may submit a complaint under this rule. This rule does not govern an allegation of misconduct if an approved individual has been court-appointed and the court still has jurisdiction over the case.
- (b) **Complaint Requirements.** The complaint must be submitted to the director using the standardized form and must include the following:
 - (1) name, mailing address, phone number, and email address of the person filing the complaint;
 - (2) name, mailing address, phone number, and email address of the dispute resolution provider;
 - (3) name, mailing address, phone number, and email address of each party and, if applicable, the party's attorney;
 - (4) case number, if applicable;
 - (5) a detailed description of the basis for the complaint, including identification of the specific provisions of Rule 918 alleged to have been violated; and
 - (6) a detailed description of any effort to informally address the incident identified in the complaint.
- (c) **Initial Review.** The director promptly must conduct an initial review of each complaint received.
- (d) **Action Following Initial Review.** On conclusion of an initial review, the director may:
 - (1) dismiss the complaint, if the director determines the complaint is frivolous or without merit; or
 - (2) refer the complaint to the chairperson for investigation under Rule 920.
- (e) **Director May Request Investigation.** The director may request an investigation of a potential violation of Rule 918 on the director's own initiative.

[**History:** New rule adopted effective January 1, 2020.]