**Once a licensure complaint is received by NCDHH, the following steps occur:\***

1. NCDHH sends a letter acknowledging receipt of the complaint to the complainant and the interpreter. At this time complaint is referred to as an informal complaint.
2. Assigned investigator gathers information and will present findings about the informal complaint to the Interpreter Review Board (IRB).
3. A notice is sent to the complainant and the interpreter providing information as to the date and time that the informal complaint will be presented and reviewed by the IRB.
4. The IRB reviews informal complaint in closed session and afterwards makes recommendations to the NCDHH Full Board.
5. After the IRB meeting, a notice is sent to the complainant and the interpreter informing them of the IRB recommendation(s) and the date and time that this informal complaint we be presented to the NCDHH Full Board.
6. At the NCDHH Full Board meeting, the informal complaint, the investigators findings and IRB recommendations are presented in closed session.
7. After the Full Board makes a decision, the complainant and the interpreter are notified of the Full Board decision and the next steps, if any.
8. The informal complaint may be referred to the Attorney General if the NCDHH Full Board is considering taking licensure action against the interpreter.
9. At the request of the NCDHH Full Board, the Attorney General may file a licensure complaint on the interpreter. Once the complaint is served, the interpreter will have an opportunity to request a formal hearing in front of an Administrative Law Judge. At this time the licensure complaint is considered a formal complaint.
10. At the hearing, the case is presented by the lawyer for NCDHH to the Administrative Law Judge. The interpreter has the opportunity to present witnesses and evidence for consideration.
11. The Administrative Law Judge issues a decision and that decision is forwarded to the NCDHH Full Board for review and consideration. The complainant and interpreter are provided a notice of the date and time of the NCDHH Full Board meeting when this will be reviewed and considered.
12. The Full Board issues a decision on the formal complaint after reviewing the findings of the Administrative Law Judge.
13. The interpreter has a right to appeal an adverse decision and move the case to circuit court for review.

* **The content on this page is intended to convey general information only about the licensure complaint process and not to provide legal advice or opinions. No action should be taken in reliance on the information contained on this page. An attorney should be contacted for advice on any specific licensure matter before NCDHH**