

NOTICE TO STUDENTS: PROFESSIONAL LICENSING AGENCY COMPLAINT PROCEDURE

The Indiana Professional Licensing Agency and each of its boards and commissions is charged with the responsibility of disciplining license holders who have violated practice standards, acted dishonestly, or acted unethically. Indiana has standards of practice that apply to all regulated professions. Those standards, along with laws and rules specific to each profession, provide the basis upon which boards impose discipline on [licensed professionals](#).

It is never our intention to inhibit the practice of business in Indiana. However, in the unfortunate situation where the Indiana Attorney General seeks action in a case, it is our duty to comply with the highest standards of fairness, justice and uphold the laws that keep Hoosiers safe.

To [file a complaint](#) with the Indiana Attorney General click here for the [form](#).

How the Process Works

A [consumer complaint](#) can be filed with the Indiana Professional Licensing Agency or directly to its ultimate home, the [Indiana Attorney General](#). Either way, the first step for any complaint is a review by the Attorney General. If evidence is found to suggest the complaint has merit, the Attorney General then brings it to the appropriate board or commission, seeking action against the license holder. (This step is much like a prosecutor who believes he has a case to take to court; in this situation, the Attorney General 'tries the case' before the respective board or commission, which acts like a judge). It is the Attorney General, then, who decides to seek disciplinary action. Once the Attorney General pursues the case it is the board or commission that holds a hearing and determines the outcome, including disciplinary actions.

The complaint names the State of Indiana as the petitioner and the attorney general, through a deputy attorney general, represents the state. The complaint describes the alleged conduct the professional, referred to as the respondent, has engaged in and the standards of practice the professional has allegedly violated unless it is a complaint for a summary suspension. Complaints for summary suspension often include only a general statement of facts alleging that a professional represents a clear and immediate danger to the public health and safety if the professional is allowed to continue to practice.

Disciplinary hearings are held before the board or an administrative law judge appointed by the board. A case may be resolved through a settlement agreement, in which case there will be no evidentiary hearing. After a hearing, the board will deliberate and make its findings of fact and conclusions of law, and then the board decides the appropriate disciplinary sanction, if any, to impose on the professional's license. The possible sanctions are: revocation, suspension, probation, censure, reprimand, or a combination of these. The boards also have the authority to impose a fine in an amount not to exceed \$1,000 for each violation of law, except for a finding of incompetence due to a physical or mental disability.

PLA Web Link : [Contact PLA \(in.gov\)](#)

PLA Phone: [317-232-2960](#)

PLA Complaint Link: [Complaints](#)