



Texas Board of Chiropractic Examiners

333 Guadalupe St, Suite 3-825, Austin, TX 78701



Complaint and Investigation Process

AFO – Agreed Final Order
CD – Cease & Desist
EC – Enforcement Committee

ED – Executive Director
IC – Informal Conference
SOAH – State Office of Administrative Hearings

STEP 1 <i>Day One</i>	STEP 2 <i>Within 30 Days</i>	STEP 3
COMPLAINT RECEIVED	CASE ASSESSMENT <ul style="list-style-type: none"> • Contact parties & others w/knowledge • Case evaluation • Records request ▶ <i>Notify parties of timeframe of investigative process</i> 	RECOMMENDATION TO ED <ul style="list-style-type: none"> • Administrative Closure • Refer to EC for further action • Other actions by Executive Director
STEP 4	STEP 5	STEP 6 <i>Within 14 Days Following EC Meeting</i>
ACTION TAKEN <ul style="list-style-type: none"> • Closure • Education letter • Warning letter • Other actions by ED • Refer to Enforcement Committee ▶ <i>Notification to parties</i> 	NEXT ACTIONS AS DETERMINED BY THE EC <ul style="list-style-type: none"> • Informal conferences • Agreed Final Orders • Cease & Desist Orders • Hearings at SOAH 	TAKE DISCIPLINARY ACTION AS DETERMINED BY EC <ul style="list-style-type: none"> • Agreed orders • Education • Warning
STEP 7 <i>Within 20 Days</i>	STEP 8 <i>Final Resolution</i>	
RESPONDENT TO <ul style="list-style-type: none"> • Sign & return AFO or request IC with EC <p><i>Note: If after 20 days, no response from respondent, case is set for a hearing at SOAH</i></p>	HEARING AT SOAH <ul style="list-style-type: none"> • Issuance of decision by SOAH judge • Final order posted to TBCE website ▶ <i>Notify parties of decision</i> <p><i>Note: Cases resulting in disciplinary action are reported to National Practitioner Data Bank</i></p>	