

## Complaint Investigation Process Health Occupations Program, Minnesota Department of Health

The Department of Health has the authority to investigate allegations of wrongdoing by practitioners and to protect the public. The Department protects the public by imposing sanctions against practitioners to ensure compliance with the law in the future. The Department conducts the investigation in a neutral and unbiased way and does not represent the consumer, or the practitioner. If consumers seek refunds, they should consider private remedies, including conciliation court to obtain refunds.

During the investigation, information obtained is confidential and the file cannot be disclosed to anyone, including the Complainant and the Practitioner.

