Policies and Procedures
Policy for Processing Complaints
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5a. Policy for Processing of Complaints

The BPS shall afford applicants, candidates, certified persons and all other stakeholders the right to file complaints concerning the BPS, its certification programs and its policies and procedures via the BPS website. Complaints will be addressed within thirty (30) business days from receipt.

Complaints concerning violation of BPS policies, certification or recertification requirements by applicants or certificants (including suspension or revocation of license to practice pharmacy) must be reported in writing using the BPS website portal. Complaints are forwarded to the BPS Executive Director or designee for review, investigation and resolution and will be acted upon promptly. Reported complaints should be as specific as possible, and will be handled confidentially, unless legal requirements require release of information.

Any complaints regarding licensure and the practice of pharmacy governed by various regulatory bodies received by BPS will be referred to the State Board of Pharmacy serving the certificant’s official mailing address in BPS files. BPS will monitor closely the action of the State Board, and if the certificant’s license is revoked or suspended, the maintenance of licensure provisions of the BPS Policy on Suspension and Withdrawal of Certification will be invoked. The BPS Policy on Suspension and Withdrawal of Certification is publicly accessible via the BPS website.

In addition, BPS maintains a self-attestation section to the Annual Certification Maintenance invoice asking if the certificant holds a valid license or registration to practice in their jurisdiction. BPS will randomly audit the responses to assure compliance.

Please follow the flowchart below for the process in filing a complaint.
START

Does this complaint concern the violation of BPS policies, certification, or recertification requirements, including the suspension or revocation of a license or registration to practice pharmacy?

YES

Complete online form for filing a complaint using the link below and attach any relevant supporting documentation

CLICK HERE

NO

Does this complaint concern legal and/or regulatory violations by a board certified pharmacist?

YES

Contact the appropriate State Board of Pharmacy to file a complaint. The BPS does not have the ability to independently investigate complaints regarding legal and/or regulatory violations by certificants.

BPS will monitor closely the action of the State Board, and if the certificant’s license is revoked or suspended, the maintenance of licensure provisions of the BPS Policy on Suspension or Withdrawal of Certification will be invoked.

END

NO

All complaints documented using the online complaint register are distributed to certification or recertification staff for resolution. The responsible staff member will resolve the complaint and communicate the resolution to the complainant within ten (10) business days.

Disciplinary complaints are forwarded to the BPS Executive Director or designee for review, investigation, and resolution. This may include suspending or withdrawing certification per BPS Policy on Suspension or Withdrawal of Certification.

All complaint decisions are sent to the complainant via a formal written response from the BPS Executive Director or designee within thirty (30) business days.

END