

**Complaint Prioritization Guidelines
for DCA Agencies Regulating
Business Services, Design and Construction**

As complaints are received, a staff person should immediately review each complaint to determine the appropriate course of action based on the complaint prioritization guidelines. The table below represents true guidelines - depending on the facts, a different level of priority may be warranted. For example, a complaint based on a report of out of state discipline (normally routine) may be re-prioritized to a higher level based on the nature of the underlying acts. In addition, each agency may have complaint categories unique to its subject area.

Agencies should continue to review complaints warranting urgent or high attention to determine whether to seek an Interim Suspension Order, a Penal Code section 23 request or other interim action as described in Deputy Director for Legal Affairs Doreatha Johnson's memorandum dated December 15, 2008.

Priority Level	Complaint Category
Urgent (Highest Priority)	Allegations which indicate the licensee poses an immediate danger to the public health, safety or welfare Imminent or on-going criminal activity Unlicensed activity posing an immediate danger to the public health, safety or welfare Aiding and abetting unlicensed activity posing an immediate danger to the public health, safety or welfare Multiple complaints of fraud that affect a substantial number of people or a substantial amount of money Arrests or convictions substantially related to the area of practice (Note: May be re-categorized based on the nature of the underlying acts)
High	Significant financial harm to a person which might be avoided or mitigated When evidence will likely be destroyed or unavailable When victim may not be available later as a witness Unlicensed activities <u>not</u> posing an immediate danger to the public health, safety or welfare Aiding and abetting unlicensed activity <u>not</u> posing an immediate danger to the public health, safety or welfare

	<p>Exam subversion (where exam may be compromised)</p> <p>Complaints with multiple prior complaints</p> <p>Complaints about licensees on probation</p> <p>Project abandonment</p> <p>Fraud</p>
Routine	<p>Quality of services</p> <p>Advertising (unlicensed and otherwise)</p> <p>Record keeping violations</p> <p>Non-compliance with a citation</p> <p>Continuing education</p> <p>Exam subversion (exam not compromised)</p> <p>Applicant misconduct</p> <p>Reports of out-of-state discipline (Note: May be re-categorized based on the nature of the underlying acts)</p>