

KANSAS STATE BOARD OF PHARMACY COMPLAINT PROCESS

Once we have received your Complaint Form, the following takes place:

1. We notify you that your complaint has been received.
2. The Executive Secretary reviews the complaint and assigns an appropriate investigator.
3. A Board inspector conducts an investigation to compile a report that is presented to the Board.
4. The Investigative Member of the Board reviews the Investigative Report to determine if any possible violations of the Kansas Law have occurred.
5. The Board determines if a hearing is warranted and notifies the appropriate parties.

If possible violations are indicated in the Board's opinion, then a hearing with the licensee is arranged according to the Kansas Administrative Procedure Act. The hearing is to give the licensee an opportunity to present his/her case. There is a possibility that you and the appropriate other parties will need to appear at the hearing, but this is not always the case. You will be given ample advance notice should we request your presence.

The Board meets quarterly and consists of seven Governor-appointed members serving four-year terms. Six members are registered pharmacists and one is a consumer. The Board has the legal authority to revoke, suspend, or restrict the licenses that they regulate. The Board also has the authority to impose monetary fines.