Consumer Complaint Process

Complaints relating to a Medical Imaging Technologist or any one licensed by the Board and involving violations or misconduct should be reported to the Board. ORS 688.595 through 688.605. The Board reviews complaints to determine whether the complaint falls within the Board's jurisdiction. A complaint may be submitted to the board office via e-mail, fax or letter on the Board's complaint form.

If the complaint does not fall within the Board's jurisdiction, it will advise the complainant and may refer the complaint to the appropriate agency or organization for review.

If the complaint falls within the Board's jurisdiction, the Board will investigate the allegations to determine whether there has been a violation of its laws. If the Board determines from the investigation that a violation has occurred, the Board may initiate a disciplinary proceeding that can result in the licensee being sanctioned. In this event, the Board will issue a Notice of Proposed Disciplinary Action. The licensee is entitled to a hearing to contest the Board's allegations of misconduct. If a hearing is requested, an Administrative Law Judge (ALJ) hears the testimony of the witnesses, considers the other evidence and prepares a proposed order for the Board's consideration. These hearings are closed to the public. The Board will consider the ALJ's proposed order and issue a Final Order. The Board may also elect to resolve the case without a hearing by means of a Stipulation and Final Order or an agreement between the Board and the licensee.

Complaints are confidential and the name of the complainant remains anonymous; however, if the licensee requests an administrative hearing and the complainant is called as a witness, the complainant's identity may become obvious.