



Oregon

Kate Brown, Governor

Board of Massage Therapists

728 Hawthorne Ave NE

Salem, OR 97301

Phone: (503) 365-8657

Fax: (503) 385-4465

www.oregon.gov/OBMT

Complaint Form

The Oregon Board of Massage Therapists regulates massage therapists and the individuals who engage in the acts defined in ORS 687.011(4).

The definition of "massage", "massage therapy" or "bodywork" means the use of pressure, friction, stroking, tapping or kneading, vibration or stretching by manual or mechanical means or gymnastics, with or without appliances such as vibrators, infrared heat, sun lamps and external baths and with or without lubricants such as salts, powders, liquids or creams for the purpose of but not limited to, maintaining good health and establishing and maintaining good physical condition.

The actions that may be taken are administrative in nature and can include reprimand, civil penalties, ethics protocol, administrative costs, probation, suspension or revocation of license.

The Board cannot represent you in civil matters to recover fees paid or seek remedies for injury. You may wish to consult a private attorney regarding these matters.

ORS 676.175 (3) (c) provides confidentiality to any person who makes a complaint to a Health Regulatory Agency.

How to file a complaint:

- Complete the attached complaint form. For your convenience you may attach additional paperwork as needed.
- Use a separate complaint form for each individual that you are filing a complaint against.
- Be as specific as possible. Include information on relevant dates and times of services. Provide copies of any documents such as medical records, checks, credit card receipts, advertisements, business cards and any correspondence with the practitioner.
- Provide the names and contact information to any witnesses to your complaint. Attach additional paperwork as needed.
- The Board may investigate an anonymous complaint; however, this may seriously hinder the investigative or disciplinary process.

Complaint Process:

- Upon receipt of your complaint, the Board will provide acknowledgement in writing.
- A preliminary review of the complaint will be conducted to determine if there has been a possible violation of the Rules or Laws governing massage.
- If the allegations contained in your complaint are determined to be possible violations of applicable Rules or Laws, a case will be opened and an investigation will commence.
- You may be contacted by an agency investigator for further details and information.
- Once the investigation is complete, the investigator provides a report to the Board.
- The Board reviews the complaint, investigation and substantiating documentation and makes a determination on the case.
- If violations are found, the Board will take the appropriate action, which typically results in a notice of proposed action.

For additional information regarding the complaint, investigative or disciplinary process, contact the Oregon Board of Massage Therapists at 503-365-8657.



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1. Please **TYPE** or **PRINT** clearly in **DARK** ink.
2. Make sure to enclose **COPIES** of important papers concerning this complaint.

COMPLAINANT Information

(consumer, client or authorized representative)

Name				Home Number
Street Address				Work Number
City/Town	County	State	Zip Code	Cell Number
e-mail address				

RESPONDENT Information

(LMT, unlicensed practitioner or facility)

Name				License Number (if known)
Address				Home Number
City/Town	County	State	Zip Code	Cell Number
e-mail address				

Describe the incident/complaint and provide full details that include facts, dates, locations, witnesses, etc. Please attach copies of medical records, correspondence, contracts, checks, credit card receipts, advertisements, business cards or other supporting documentation. (Please attach extra pages if necessary)
