

**Mississippi State Board of Massage Therapy (MSBMT)
P.O. Box 20
Morton, MS 39117**

www.msbmt.state.ms.us

601.732.6038

Complaint Procedures

- 1. Complaints must be received on the Board approved Complaint Form and completed in it's entirety (notarized, etc.) before a case number is issued.**
- 2. Upon receiving a case number, the complaint will be assigned to an individual Board member for investigation, notification, & determination of probable cause. Once a case is assigned, the Board member becomes the case reviewer.**
- 3. The accused individual or business is notified of the complaint & is informed that he/she has ten (10) days to respond to the complaint. The accused may request an extension, of up to thirty (30) days, to respond to the complaint. Extensions will be granted on a case by case basis. Justification for additional time is determined by the case reviewer.**
- 4. The Board shall conduct a meeting, with quorum present, to hear a complaint case(s) presented by a case reviewer. The Board may at this time:
 - (a) Vote to take no action, if no action is merited; or,**
 - (b) Authorize a disciplinary hearing and initiate a formal complaint and notice of disciplinary hearing.****
- 5. Resolution of any formal complaint may be made between the Board & the accused.**