

How to File a Complaint

The NBCOT has the authority to investigate complaints, and if necessary, recommend action against an individual's certification status. When based on clear and convincing evidence, sanctions imposed may range from private reprimands to the permanent loss of certification.

The NBCOT [Candidate/Certificant Code of Conduct](#) outlines the professional responsibilities for present and future Occupational Therapist Registered (OTR®) and Certified Occupational Therapy Assistant (COTA®) certificants. NBCOT will take action when there is clear evidence that a candidate has violated the code of conduct. Dissatisfaction with an occupational therapy practitioner is not necessarily sufficient grounds for disciplinary action.

Complaints must be submitted in writing. You may use the NBCOT [Complaint Form](#) to assist you in submitting your complaint along with any supporting documentation you wish to provide. A complaint cannot be made anonymously; the individual accused has a right to know the nature of the complaint, and the identity of the person who filed the complaint.

Valid complaints are thoroughly investigated and may take six to nine months or longer to conclude. NBCOT's Qualifications and Compliance Review Committee (QCRC) reviews investigation findings and recommendations for possible disciplinary action according to the Enforcement Procedures of the Candidate/Certificant Code of Conduct. The QCRC acts fairly in carrying out its responsibilities to the public and protecting the rights of accused individuals.

Final actions are published regularly in NBCOT's [Disciplinary Action Information Exchange Network \(DAIEN\)](#) and are reported to employers, state regulatory agencies and the general public.

If you would like to file a complaint, contact us at (301) 990-7979 or at professional.conduct@nbcot.org.