



Policies and Procedures
Policy for Processing Complaints
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5a. Policy for Processing of Complaints

The BPS shall afford applicants, candidates, certified persons and all other stakeholders the right to file complaints concerning the BPS, its certification programs and its policies and procedures via the BPS website. Complaints will be addressed within thirty (30) business days from receipt.

Complaints concerning violation of BPS policies or certification requirements by applicants or certificants (including suspension or revocation of license to practice pharmacy) must be reported in writing using the BPS website portal. Complaints are forwarded to the BPS Executive Director for review, investigation and resolution and will be acted upon promptly. Reported complaints should be as specific as possible, and will be handled confidentially, unless legal requirements require release of information

Any complaints regarding licensure and the practice of pharmacy governed by various regulatory bodies received by BPS will be referred to the State Board of Pharmacy serving the certificant's official mailing address in BPS files. BPS will monitor closely the action of the State Board, and if the certificant's license is revoked or suspended, the maintenance of licensure provisions of the BPS Policy on Suspension and Withdrawal of Certification will be invoked. The BPS Policy on Suspension and Withdrawal of Certification is publicly accessible via the BPS website.

In addition, BPS maintains a self-attestation section to the Annual Certification Maintenance invoice asking if the certificant holds a valid license or registration to practice in their jurisdiction. BPS will randomly audit the responses to assure compliance.

Please follow the flowchart below for the process in filing a complaint.

