**ARDMS Compliance Complaint Review Flowchart**

**PLEASE NOTE:** Violations reported to ARDMS may take between thirty days to six months to review and issue a determination starting from the date the violation is received by ARDMS.

1. **ARDMS Compliance Dept. receives complaint**
   - **Anonymous complaint:** Complaint is closed due to insufficient evidence.
   - **Complainant Known:** ARDMS contacts Complainant to request additional information.

2. **Complaint does not meet the threshold of a compliance violation**
   - **Complaint is closed and the complainant is notified of the determination.**

3. **Sufficient evidence has been received to substantiate the complaint**
   - **ARDMS issues an investigative letter to the subject of the complaint (“Respondent”).**
   - **Respondent responds to investigative letter and provides requested information/documentation**
   - **Respondent does not respond to the investigative letter, despite ARDMS making multiple attempts.**

4. **Compliance violation is forwarded to the Compliance Review Panel for review.**
   - **The following determinations can be issued:**
     - No Action Taken Letter
     - Decision due to lack of information/documentation
     - Deferred Action Consent Agreement
     - Authorize Summary suspension or certification and/or Eligibility for ARDMS Exam
     - Refer to Compliance Hearing Panel
     - Refer to Compliance Hearing Panel with expedited action

5. **Compliance violation is determined and/or published action is taken against the Respondent.**
   - **Case Closed.**

6. **Determinations Published to ARDMS Sanction List.**
   - The Respondents name will remain on the list indefinitely

7. **Determinations NOT published**
   - **Reprimand**
   - **Censure**
   - **Suspension**
   - **Permanent revocation of certification**

8. **Appeal Received:**
   - The matter will be forwarded to the Compliance Appeal Panel. The Compliance Appeal Panel can choose to uphold the determination of the Compliance Hearing Panel or overturn the determination and issue their own determination per Section 3 of the ARDMS Compliance Policies.

9. **Sanctions Final Published to the ARDMS Sanction Listing**
   - **Compliance Hearing Panel Determination Not Published**
   - **Complainant Close-out Letter is sent to the complainant notifying them that no published action was taken against the Respondent. Case Closed.**

10. **Right to Appeal:**
    - Within thirty days the Respondent may appeal the decision of the Compliance Hearing Panel.
    - **Appeal Not Received**
    - **Complainant Close-out Letter is sent to the complainant notifying them that no published action was taken against the Respondent. Case Closed.**

11. **2 to 5 business days**
    - **Approx. 30 business days**
    - **Approx. 30 business days**
    - **Approx. 90 business days**
    - **Approx. 180 business days**
    - **Approx. 30 business days**
    - **Approx. 30 business days**