

Office of Investigations

FAQs

Concerning the Complainant

Please keep in mind that these questions and answers are of general applicability. Each Board and Program has its own procedures which may vary from the information provided here. If you have a specific inquiry, please direct it to the Board or Program or to the investigator assigned to your case.

Please remember that neither the Board or Program, its staff, nor the assigned investigator may provide you legal advice. Please direct questions regarding your legal rights and obligations to your legal counsel.

What is a board or licensing program?

To promote public protection, the Colorado Legislature has established boards and programs to license and regulate certain professions, occupations, and entities. Colorado's Department of Regulatory Agencies, Division of Professions and Occupations (Division) is responsible for managing boards and programs that regulate more than 50 of those professions, occupations, and entities. Most of these professions are regulated by licensing boards comprised of members from the profession and public. Some professions are regulated by Programs overseen by the Division Director.

What is the Office of Investigation's role?

The Board or Program may refer a complaint to the Office of Investigations, which is a centralized office within the Division. The Office of Investigations serves as an independent, neutral fact finder. The Office of Investigations does not represent the complainant, the Board or Program, or any licensee, registrant or certificate holder.

How long does an investigation take?

The Office of Investigations receives hundreds of cases per year. The time frame to complete an investigation varies depending on the nature and complexity of the investigation. Investigators make their best effort to complete an investigation within 180 days. There are circumstances, however, such as the complexity of the issues, number of witnesses, witness cooperation and the investigator's caseload, which may affect the length of an investigation.

What is the investigator's role?

When a complaint is assigned to an investigator, the investigator acts as an impartial, neutral fact finder and does not "represent" the complainant, the Board or Program, or the licensee, certificate holder or registrant.

Typically, the investigator reviews the complaint and the response; subpoenas or otherwise obtains copies of pertinent documents; interviews witnesses and, where appropriate, may retain an expert consultant to review the case. The investigator then prepares a written report for the Board or Program. The Board or Program determines whether the facts constitute a violation of the applicable Practice Act and whether to pursue disciplinary action. The investigator does not draw any conclusions or make any recommendations to the Board or Program regarding what disciplinary action, if any, to take.

It is essential that you are responsive and truthful during the course of an investigation.

What happens after the Board or Program reviews the Report of Investigation?

If the Board or Program finds that no violation occurred or that disciplinary action is not warranted, the case will be dismissed. If the Board or Program concludes that disciplinary action is not warranted, but that it has concerns about the conduct at issue, it may dismiss the case with a confidential letter of concern. If the Board or Program finds that a violation occurred, it may impose discipline, including but not limited to a public letter of admonition (LOA), a fine, continuing education, probation, suspension or revocation. Disciplinary cases are referred to the Office of Expedited Settlement where the parties have an opportunity to settle the matter and/or the cases are referred to the Office of the Attorney General for a hearing.

Can the Office of Investigations release information to me?

The Office of Investigations cannot release information to the public during the investigation. The investigation is CONFIDENTIAL. The office can only answer general questions about the investigative process. Each case has an assigned case number. Please have the case number available when contacting the Office of Investigations.

Can the public review government documents?

Regulatory agencies are governed by the Colorado Open Records Act, which provides the public access to certain government documents. Confidentiality requirements vary from Board/Program to Board/Program, and the investigator assigned to your case cannot advise you on this topic.

I cannot remember the name of the Investigator assigned to my case. Who can I contact?

Please contact (303) 894-7599 to determine the investigator assigned to your case.