

**645—9.1(272C) Complaints.**

**9.1(1)** Complaints can be submitted online, in writing, or verbally and are to include the name and contact information of the complainant, the name of the licensee, and a concise statement of the allegations against the licensee. A complaint may also be initiated by the board.

**9.1(2)** A person is not civilly liable for filing a complaint in good faith or for cooperating with a board investigation.

[ARC 8079C, IAB 6/26/24, effective 7/31/24]