



**Rules of
Department of Commerce and
Insurance**

**Division 2197—Board of Therapeutic Massage
Chapter 6—Complaints and Investigations**

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**Title 20—DEPARTMENT OF
COMMERCE AND INSURANCE
Division 2197—Board of Therapeutic
Massage
Chapter 6—Complaints and Investigations**

20 CSR 2197-6.010 Public Complaint Handling and Disposition Procedure

PURPOSE: This rule establishes a procedure for the receipt, handling and disposition of public complaints pursuant to the mandate of section 620.010.15(6), RSMo.

(1) The Board of Therapeutic Massage will receive and process each complaint made against any licensee, applicant, or unlicensed individual or entity, in which the complaint alleges certain acts or practices which may constitute one (1) or more violations of the provisions of sections 324.240–324.275, RSMo. Any member of the public or the profession, or any federal, state, or local official, may make and file a complaint with the Board of Therapeutic Massage. No member of the Board of Therapeutic Massage may file a complaint with the board while serving in that capacity, unless that member is excused from further deliberation or activity concerning the matters alleged within that complaint. The executive director or any division staff member may file a complaint pursuant to this rule in the same manner as any member of the public.

(2) Complaints shall be mailed or delivered to the following address: Board of Therapeutic Massage, PO Box 1335, Jefferson City, MO 65102. Complaints may be based upon personal knowledge or beliefs based on information received from other sources.

(3) All complaints shall be made in writing and shall fully identify the complainant by name and address. Oral or telephone communications will not be considered or processed as complaints. The person making these communications will be asked to file a written statement.

(4) The board will maintain each complaint received under this rule. The complaint file will contain a record of each complainant's name and address, and the subject(s) of the complaint; the date each complaint is received by the division; a brief statement of the complaint, including the name of any person injured or victimized by the alleged acts or practices; and the ultimate disposition of the complaint.

AUTHORITY: sections 324.002, 324.245, 324.257, 324.260, 324.262, and 324.275, RSMo 2016. This rule originally filed as 4 CSR 197-6.010. Original rule filed Feb. 25, 2000, effective Sept. 30, 2000. Moved to 20 CSR 2197-6.010, effective Aug. 28, 2006. Amended: Filed Aug. 21, 2019, effective Feb. 29, 2020.*

**Original authority: 324.002, RSMo 2008; 324.245, RSMo 1998, amended 1999, 2003, 2006; 324.257, RSMo 1998, amended 1999, 2006; 324.260, RSMo 1998, amended 1999; 324.262, RSMo 1998, amended 1999, 2006; and 324.275, RSMo 1998.*

**20 CSR 2197-6.020 Investigation
(Rescinded February 29, 2020)**

AUTHORITY: sections 324.245, 324.257, 324.260, 324.262, 324.275 and 620.010.15(6), RSMo Supp. 1999. This rule originally filed as 4 CSR 197-6.020. Original rule filed Feb. 25, 2000, effective Sept. 30, 2000. Moved to 20 CSR 2197-6.020, effective Aug. 28, 2006. Rescinded: Filed Aug. 21, 2019, effective Feb. 29, 2020.