

## Chapter Had 5

### COMPLAINTS AND PROCEDURE

Had 5.01	Complaints	Had 5.09	Orders
Had 5.03	Hearings	Had 5.10	Transcript of hearings
Had 5.05	Answers	Had 5.11	Rehearing
Had 5.07	Conduct of hearing	Had 5.13	Transcripts

**Had 5.01 Complaints.** Complaints concerning the practices of licensed hearing aid dealers and fitters must be made to the board, in writing, signed by the complainant and on the board's form. Complaint forms are available from the board. The complaint must contain a detailed account of the matter, including names, dates and places. If the board determines that a complaint warrants disciplinary proceedings, the board will institute such proceedings.

**History:** Cr. Register, March, 1975, No. 231, eff. 4-1-75.

**Had 5.03 Hearings.** Disciplinary proceedings shall be commenced by the service of a notice of hearing, which shall set forth the charges made against the named respondent and the date, time and place of the hearing to be held in the matter. The notice shall be served by certified mail addressed to the last place of practice of which the respondent has notified the department. The notice shall be mailed at least 20 days before the date set for the hearing.

**History:** Cr. Register, March, 1975, No. 231, eff. 4-1-75.

**Had 5.05 Answers.** Within 15 days after the mailing of a notice of hearing, the respondent named therein shall serve upon the board his answer to the charges made against him. The answer shall admit or deny the allegations of fact made in the charges and shall be verified. The answer may be served personally upon the chairman or secretary of the board or may be served by certified mail addressed to the board at 201 E. Washington Avenue, Madison, Wisconsin, 53702.

**Note:** The board is now located at 1400 E. Washington Avenue.

**History:** Cr. Register, March, 1975, No. 231, eff. 4-1-75.

**Had 5.07 Conduct of hearings.** (1) The respondent at a disciplinary hearing is entitled to appear with counsel, to produce evidence and to cross-examine adverse witnesses.

(2) Subpoena will be issued by the board upon request of the respondent.

**History:** Cr. Register, March, 1975, No. 231, eff. 4-1-75.

**Had 5.09 Orders.** After hearing, the board may revoke or suspend the license of the respondent, reprimand him or dismiss the charges.

**History:** Cr. Register, March, 1975, No. 231, eff. 4-1-75.

**Had 5.10 Transcript of hearings.** (1) Stenographic, electronic, or other record of class 2 and class 3 hearings shall be made.

(2) Persons requesting transcripts for appeal or for other reasonable purpose as determined by the board shall compensate the board

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at the rate of 10 cents per page. If such persons are impecunious they shall be furnished a transcript at board expense upon filing a verified petition stating that they are without the means to purchase a transcript.

**History:** Cr. Register, January, 1977, No. 253, eff. 2-1-77.

**Had 5.11 Rehearings.** After the issuance of its order, the board may direct a rehearing for reargument, taking additional evidence or both. Following such a rehearing the board may affirm, rescind or modify its prior order.

**History:** Cr. Register, March, 1975, No. 231, eff. 4-1-75.

**Had 5.13 Transcripts.** Transcripts of hearings may be obtained upon payment of a reasonable charge.

**History:** Cr. Register, March, 1975, No. 231, eff. 4-1-75.