



Office of Addiction Services and Supports

OASAS. Every Step of the Way.

OASAS Complaints Investigation Process

Credentialed individuals and credentialing applicants are required to abide by the OASAS Canon of Ethics, and to report alleged violations of the Canon of Ethics to OASAS by filing a Complaint Form.¹

Who can become a subject of a Complaint investigation?

Any staff who holds a credential or has applied for a Credential through OASAS can become a subject for a complaint investigation. This is a separate and distinct process from a Justice Center investigation.

When will I be notified that I am a subject of a complaint investigation?

You will be contacted by an OASAS investigator to set up an interview. They will contact you by phone or e-mail; please ensure your contact information is current with the OASAS Credentialing Unit.

What do I have to do as a subject?

As a credentialed individual or a credentialing applicant, you are required to cooperate with the OASAS Investigator. You will also be offered the opportunity to write to OASAS detailing your response to the allegations. It is important that you are truthful and open during your interview, this will allow OASAS to make appropriate determinations about the allegations.

Who else will be notified of the complaint?

It is likely your supervisor or other management staff will be notified of the complaint. Additionally, any person who would need to be interviewed, for example, any witnesses, will also be notified of the complaint.

Who determines the investigation outcome?

The OASAS investigators draft reports regarding each credentialing complaint that they investigate. A Credentialing Complaints Review Committee within OASAS reviews each investigation report, including supporting documentation and prior complaints involving the same credentialed individual (if relevant).

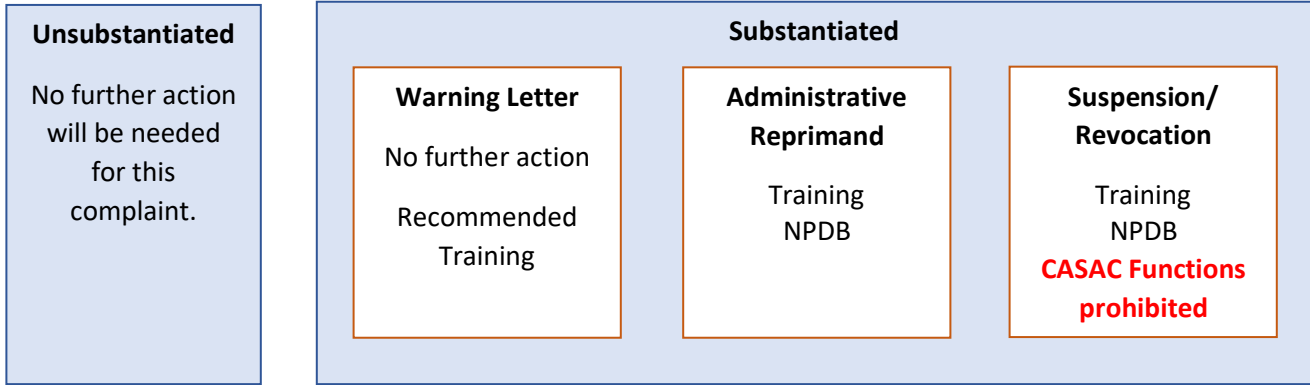
¹ "Credentialed Individuals" will include any person who holds a CASAC Credential, a CASAC Trainee certificate, and anyone who has applied for a credential.



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What are some possible outcomes?



2

Image description: Two boxes describing outcomes

What happens after the investigation?

You will receive a determination letter by Certified Mail and First-Class Mail detailing the outcome of the complaint investigation. As noted in the charts above, any finding that results in an administrative reprimand, suspension or revocation of a credential will be reported to the National Practitioner Database (NPDB). OASAS can also require that the subject complete a substance use and/or other mental health assessment and any recommended treatment before returning to work if there is reason to believe the subject needs further support.

What if I disagree with the determination?

Only a determination that results in a suspension or revocation of a credential is eligible for appeal. The appeal must be submitted within thirty (30) days of the date the determination letter was sent.

Who do I contact if I have further questions?

You can e-mail the Credentialing Unit at OASAS.sm.Credentialing@oasas.ny.gov.

² An application can also be denied if a credentialing applicant engages in misconduct or violates the Canon of Ethics.