

DELPROS FILE A COMPLAINT – Registered and Non-registered User

Quick Reference Guide

October 2020



File a Complaint as a Registered User

Perform the below steps to file a complaint as a registered user.

DELPROS
PORTAL



DIVISION OF
**PROFESSIONAL
REGULATION**
DEPARTMENT OF STATE

ENFORCING PROFESSIONAL STANDARDS

Our Mission is to credential qualified professionals to ensure *the protection of the public's health, safety, and welfare.*



Search & Verify License

Look up public information on professional licenses and applicants.

GO



Apply/Manage a License and Service Requests

File a new license application, manage existing licenses, request license services or initiate service requests.

GO



File a Complaint

File a complaint against a Delaware person or business.

GO

1. Click the **GO** button.

File a Complaint as a Registered User

Perform the below steps to file a complaint as a registered user.

**DELPROS
PORTAL**

[HOME](#) [LICENSE LOOK-UP](#) [FILE A COMPLAINT](#) [LOG IN](#)

New Users

Create a New Account

Click REGISTER below to create a new DELPROS account.

REGISTER

Existing Users

Login

Email

*

Password

*

LOGIN

[Forgot Username?](#) | [Forgot Password?](#)

2. Enter the login credentials in the **Email** and **Password** fields.

3. Click the **LOGIN** button.

File a Complaint as a Registered User

Perform the below steps to file a complaint as a registered user.

The screenshot shows the Delaware.gov DELPROS Portal dashboard. On the left, a grey box contains the text "DELPROS PORTAL". The main header is a teal bar with the "Delaware.gov" logo and navigation links: "Agencies", "News", "Topics", and "Contact". Below this is a dark blue navigation bar with links: "DASHBOARD", "LICENSE LOOK-UP", "FILE A COMPLAINT" (highlighted with a red box), "SERVICE REQUEST", and "CONTINUING EDUCATION". A user profile icon is on the right. The main content area has the heading "Welcome to your DELPROS Dashboard" and text: "Use the Links above (License Lookup, File a Complaint, Service Request, and Continuing Education) to navigate to additional features of DELPROS. See below to Apply for a New License or view your License(s) and/or Applications." Below this is a link: "Are you applying for a new facility license? First, create your professional business account in DELPROS by clicking here before". At the bottom left is a button: "+ APPLY FOR A NEW LICENSE". A blue callout box on the right contains the text: "4. Click the **FILE A COMPLAINT** link." An arrow points from this callout box to the "FILE A COMPLAINT" link in the navigation bar.

DELPROS PORTAL

Delaware.gov Agencies News Topics Contact

DASHBOARD LICENSE LOOK-UP **FILE A COMPLAINT** SERVICE REQUEST CONTINUING EDUCATION

Welcome to your DELPROS Dashboard

Use the Links above (License Lookup, File a Complaint, Service Request, and Continuing Education) to navigate to additional features of DELPROS. See below to Apply for a New License or view your License(s) and/or Applications.

Are you applying for a new facility license? First, create your professional business account in DELPROS by clicking here before

+ APPLY FOR A NEW LICENSE

4. Click the **FILE A COMPLAINT** link.

File a Complaint as a Registered User

Perform the below steps to file a complaint as a registered user.

DELPROS
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[Agencies](#) [News](#) [Topics](#) [Contact](#)

[DASHBOARD](#) [LICENSE LOOK-UP](#) [FILE A COMPLAINT](#) [SERVICE REQUEST](#) [CONTINUING EDUCATION](#) 

Welcome to your Complaint Dashboard

[+ SUBMIT A COMPLAINT](#)

5. Click the **SUBMIT A COMPLAINT** button.

Complaints

Your Complaints are listed below.

Dietitians/Nutritionists	
Complaint	Download Complaint
C-DN-2019-00001	

NOTE: Registered users can also view complaints which they have already submitted via the Complaint Dashboard.

File a Complaint as a Registered User

Perform the below steps to file a complaint as a registered user.

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Delaware.gov

Agencies News Topics Contact

DASHBOARD LICENSE LOOK-UP FILE A COMPLAINT SERVICE REQUEST CONTINUING EDUCATION

File A Complaint

You may file a complaint with the Division of Professional Regulation (DPR) against a person or business that holds a professional license if you believe that the person has violated the law or rules of his or her profession or the business has violated the law or rules of its profession. The license law and regulations for each profession are available on this [website](#).

You may also file a complaint against an unlicensed person who is practicing a profession that requires a professional license or against a business that is operating without the required professional license. To find out if the person or facility holds a professional license, see [Search and Verify License](#).

DPR cannot investigate complaints that solely concern billing or insurance issues. You may wish to file billing complaints with the [Department of Justice Consumer Protection Division](#) or insurance complaints with the [Department of Insurance](#).

Your Information

To file a complaint, select the appropriate Profession from the drop-down list. If you cannot find the profession, click [HERE](#).

Provide the necessary contact information for each field. Each field noted by (*) is a required field.

Profession Related to This Complaint

* --None--

First Name

Middle Name

Last Name

Street Address Line 1

Street Address Line 2

City

State

--None--

Zip Code

Main Phone

Email

6. The user will need to provide information in the provided form. This includes the following sections:

- Your Information
- Who Are You Complaining About?
- Complaint Information

File a Complaint as a Registered User

Perform the below steps to file a complaint as a registered user.

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Who Are You Complaining About?

To register a complaint, provide the complete contact information for whom you are filing the complaint against.

First Name	Middle Name
Last Name	
Street Address Line 1	
Street Address Line 2	
City	State --None--
Zip Code	
Phone Number	
Email Address	
License Number	
Is a Business Involved? --None--	

7. Enter the details about who you are complaining about in the fields displayed.

File a Complaint as a Registered User

Perform the below steps to file a complaint as a registered user.

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Complaint Information

Please describe your complaint in detail. List services provided by the licensee, registrant, certificate holder or individual. Include the dates, times and locations where you believe offenses occurred and the nature of your complaint. To the best of your ability, outline how you believe the subject of your complaint has committed unprofessional conduct, unlicensed activity, or other violation. If applicable, you may submit documents in support of your complaint by faxing them to the Investigative Unit at (302) 739-2711 or email them to investigations.dpr@state.de.us

If this complaint is about a healthcare profession, please include information about the patient and date of birth.

* Description of Complaint

Incident Date

Street Address Line 1

Street Address Line 2

City

State

--None--

Zip Code

CANCEL

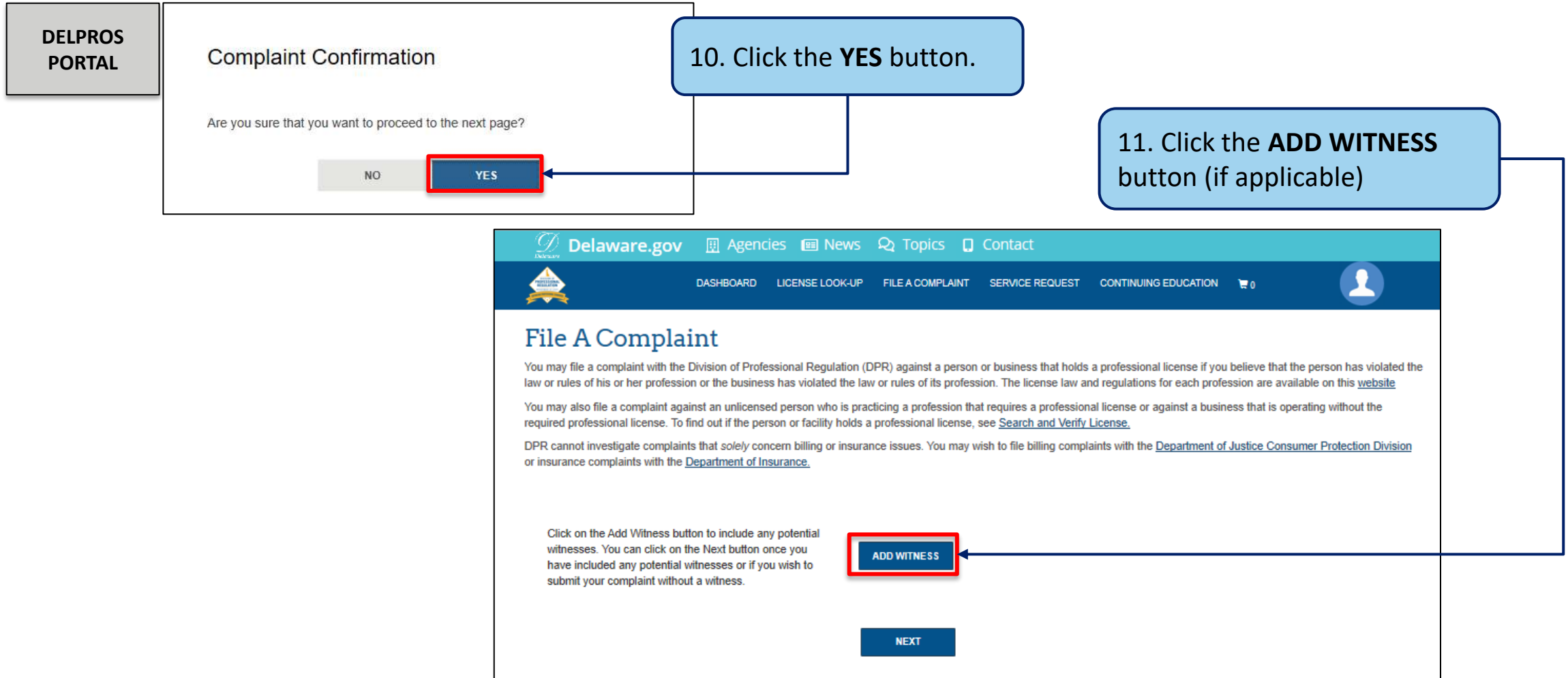
SAVE & NEXT

8. Enter details in the
Complaint Information
section.

9. Select **SAVE & NEXT**.

File a Complaint as a Registered User

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File a Complaint as a Registered User

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**DELPROS
PORTAL**

Click on the Add Witness button to include any potential witnesses. You can click on the Next button once you have included any potential witnesses or if you wish to submit your complaint without a witness.

* First Name

Mark

Last Name

Webb

Street Address

105, City Centre

City

NL

State

LA

Zip Code

123456

* Phone

900010001

* Email

someone@gmail.com

CANCEL

ADD

NEXT

12. Enter the details of the witness in the fields displayed.

13. Click the **ADD** button if you wish to add multiple witnesses.

14. Click the **NEXT** button.

File a Complaint as a Registered User

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**Delaware.gov**

[Agencies](#) [News](#) [Topics](#) [Contact](#)

[DASHBOARD](#) [LICENSE LOOK-UP](#) [FILE A COMPLAINT](#) [SERVICE REQUEST](#) [CONTINUING EDUCATION](#) 



Submission List for Complaint

Upload any available supporting documents for your complaint. It is necessary that the name of the file attachment is less than 80 characters successfully. The character limit does include the file attachment extension, such as (.doc) and (.pdf).
Files must be less than 20 MB in size.

Actions	Title	Description	Uploads
Choose File No file chosen UPLOAD	Complaint Supporting Documents	Please upload all supporting documents related to the complaint you are filing.	

EDIT COMPLAINT

SUBMIT COMPLAINT

15. Supporting documentation can be provided by using the Choose File button, and the UPLOAD button.

16. Click **SUBMIT COMPLAINT**.

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Delaware.gov Agencies News Topics Contact

 DASHBOARD LICENSE LOOK-UP FILE A COMPLAINT SERVICE REQUEST CONTINUING EDUCATION  0 

File A Complaint

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You may also file a complaint against an unlicensed person who is practicing a profession that requires a professional license or against a business that is operating without a required professional license. To find out if the person or facility holds a professional license, see [Search and Verify License](#).

DPR cannot investigate complaints that solely concern billing or insurance issues. You may wish to file billing complaints with the [Department of Justice Consumer Protection Division](#) or insurance complaints with the [Department of Insurance](#).

Your Complaint has been submitted

Thank you, you have successfully submitted your complaint. The respective Board will be in contact regarding your submission. Please click Home to return to the eLicense Home Page. Your complaint number is **C-DB-2020-00001**.

If applicable, you may submit documents in support of your complaint by faxing them to the Investigative Unit at (302) 739-2711 or email them to investigations.dpr@state.de.us

Email Address

SEND COMPLAINT

DOWNLOAD COMPLAINT

HOME

17. The user is informed that the complaint has been submitted, and they can have the complaint emailed to them, or download a copy for their records.

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Delaware.gov Agencies News Topics Contact

DASHBOARD LICENSE LOOK-UP FILE A COMPLAINT SERVICE REQUEST CONTINUING EDUCATION

Welcome to your Complaint Dashboard

[+ SUBMIT A COMPLAINT](#)

Complaints

Your Complaints are listed below.

Dietitians/Nutritionists	
Complaint	Download Complaint
C-DN-2019-00001	

The **Complaint Dashboard** will only show the submitted or in progress complaints for a *registered* user.

File a Complaint as a Non-Registered User

Perform the below steps to file a complaint as a non-registered user

DELPROS PORTAL

DIVISION OF PROFESSIONAL REGULATION
DEPARTMENT OF STATE
ENFORCING PROFESSIONAL STANDARDS

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Search & Verify License

Look up public information on professional licenses and applicants.

GO

Apply/Manage a License and Service Requests

File a new license application, manage existing licenses, request license services or initiate service requests.

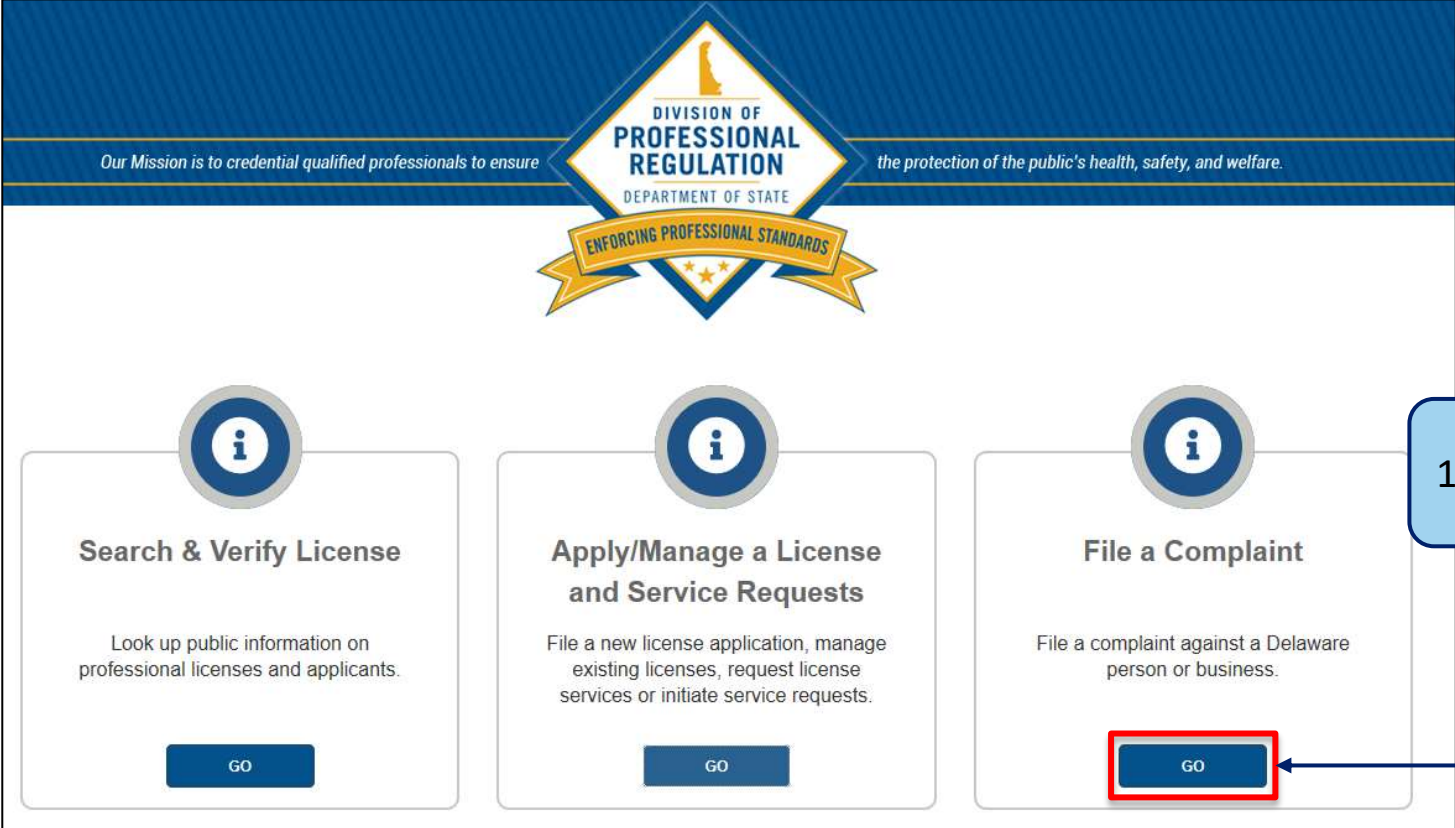
GO

File a Complaint

File a complaint against a Delaware person or business.

GO

1. Click the **GO** button.

The image shows the DELPROS PORTAL homepage. It features a blue header with the Division of Professional Regulation logo and mission statement. Below the header are three main service tiles: 'Search & Verify License', 'Apply/Manage a License and Service Requests', and 'File a Complaint'. Each tile has an information icon, a title, a description, and a 'GO' button. A red rectangle highlights the 'GO' button in the 'File a Complaint' tile, and a blue arrow points from a text box labeled '1. Click the GO button.' to this button.

File a Complaint as a Non-Registered User

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DELPROS
PORTAL

 **Delaware.gov**  Agencies  News  Topics  Contact

 DASHBOARD LICENSE LOOK-UP FILE A COMPLAINT SERVICE REQUEST CONTINUING EDUCATION  0 

File A Complaint

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Your Information

To file a complaint, select the appropriate Profession from the drop-down list. If you cannot find the profession, click [HERE](#).

Provide the necessary contact information for each field. Each field noted by (*) is a required field.

Profession Related to This Complaint
* --None--

First Name Middle Name

Last Name

Street Address Line 1

Street Address Line 2

City State --None-- Zip Code

Main Phone

Email

2. User completes the information on screen to start the process to File a Complaint.

3. The subsequent steps in the process are the same as the steps performed by the registered user in slides 6 – 12.