

# 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**

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

**DIVISION OF PROFESSIONAL REGULATION**  
DEPARTMENT OF STATE  
ENFORCING PROFESSIONAL STANDARDS

**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 DELPROS Portal dashboard. On the left, a grey box contains the text "DELPROS PORTAL". The main header is teal and includes the Delaware logo, "Delaware.gov", and navigation links for "Agencies", "News", "Topics", and "Contact". Below this is a dark blue navigation bar with a "PROFESSIONAL REGULATION" logo on the left and a user profile icon on the right. The central navigation bar contains links for "DASHBOARD", "LICENSE LOOK-UP", "FILE A COMPLAINT" (highlighted with a red box), "SERVICE REQUEST", and "CONTINUING EDUCATION". The main content area features the heading "Welcome to your DELPROS Dashboard" and a paragraph: "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 another paragraph: "Are you applying for a new facility license? First, create your professional business account in DELPROS by clicking here before" followed by a blue button with a plus sign and the text "APPLY FOR A NEW LICENSE". A blue callout box on the right contains the text "4. Click the FILE A COMPLAINT link." with an arrow pointing to the red box.

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.

The screenshot shows the Delaware.gov DELPROS PORTAL interface. The top navigation bar includes 'Agencies', 'News', 'Topics', and 'Contact'. Below this is a secondary navigation bar with 'DASHBOARD', 'LICENSE LOOK-UP', 'FILE A COMPLAINT', 'SERVICE REQUEST', and 'CONTINUING EDUCATION'. A user profile icon is visible in the top right corner.

The main content area features a 'Welcome to your Complaint Dashboard' heading. A red-bordered button labeled '+ SUBMIT A COMPLAINT' is highlighted with a blue callout box containing the text: '5. Click the **SUBMIT A COMPLAINT** button.'

Below this is a 'Complaints' section with the text 'Your Complaints are listed below.' A table lists a complaint for 'Dietitians/Nutritionists' with ID 'C-DN-2019-00001'. The table entry is highlighted with a red border, and a 'Download Complaint' link is visible next to it. A green callout box with a note points to this table entry.

**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.

**DELPROS PORTAL**

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.

DELPROS  
PORTAL

## 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](mailto: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

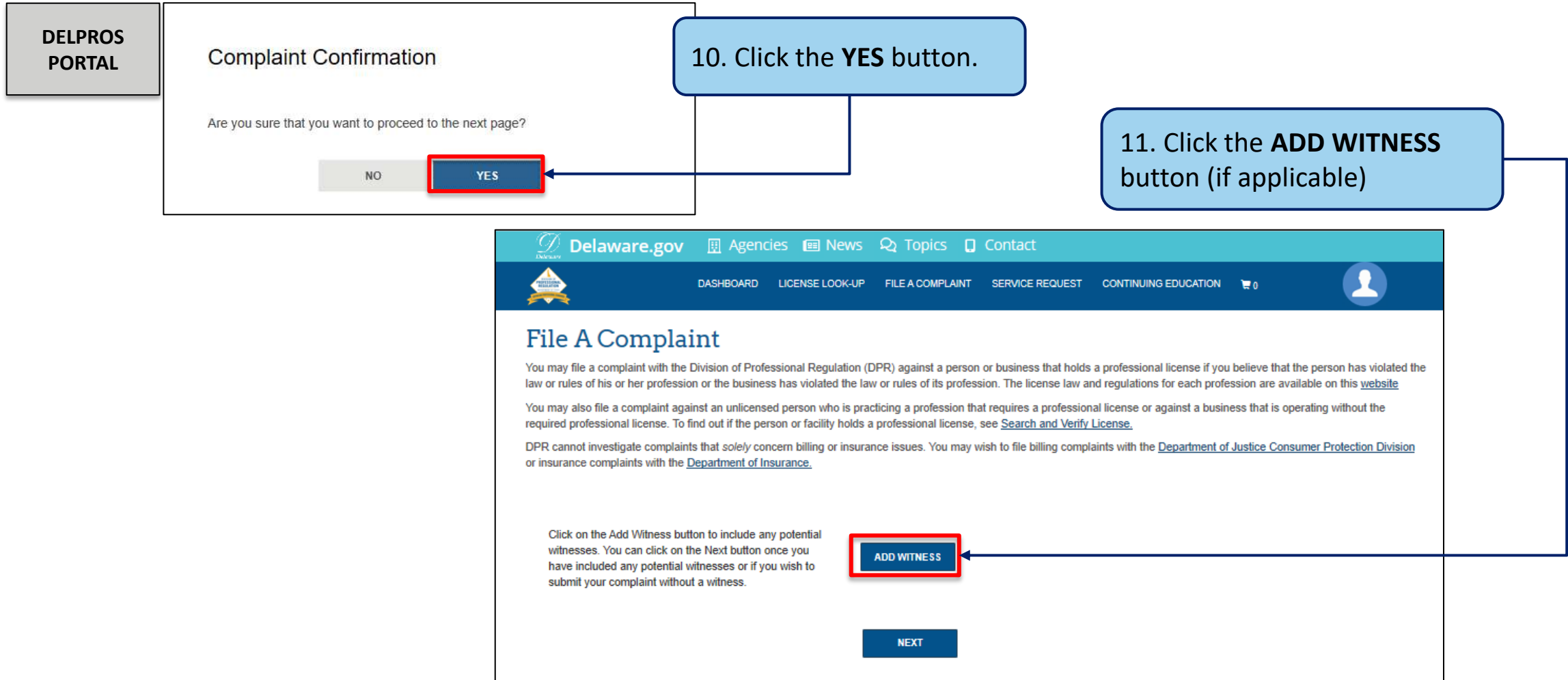
8. Enter details in the **Complaint Information** section.

9. Select **SAVE & NEXT**.



# File a Complaint as a Registered User

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



# File a Complaint as a Registered User

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

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

Last Name

Street Address

City  State  Zip Code

\* Phone

\* Email

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

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

CANCEL

14. Click the **NEXT** button.

# File a Complaint as a Registered User

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

DELPROS  
PORTAL

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
<input type="button" value="Choose File"/> No file chosen <input type="button" value="UPLOAD"/>	Complaint Supporting Documents	Please upload all supporting documents related to the complaint you are filing.	

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

16. Click **SUBMIT COMPLAINT**.

# File a Complaint as a Registered User

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

The screenshot shows the 'DELPROS PORTAL' on the left. The main header includes 'Delaware.gov' and navigation links for Agencies, News, Topics, and Contact. A secondary navigation bar contains 'DASHBOARD', 'LICENSE LOOK-UP', 'FILE A COMPLAINT', 'SERVICE REQUEST', 'CONTINUING EDUCATION', and a shopping cart icon. The page title is 'File A Complaint'. Below the title, there is explanatory text about filing a complaint with the Division of Professional Regulation (DPR). The main content area displays the message: 'Your Complaint has been submitted'. Below this message, it says '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.' It also provides contact information for the Investigative Unit. At the bottom, there is a form with an 'Email Address' field, 'SEND COMPLAINT', and 'DOWNLOAD COMPLAINT' buttons, and a 'HOME' button at the very bottom.

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.

# File a Complaint as a 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

## Welcome to your Complaint Dashboard

[+ SUBMIT A COMPLAINT](#)

### Complaints

Your Complaints are listed below.

Dietitians/Nutritionists	<b>Complaint</b>	<a href="#">Download Complaint</a>
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

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DEPARTMENT OF STATE  
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**File a Complaint**  
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PORTAL

Delaware.gov Agencies News Topics Contact

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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.