



# LOUISIANA

## Addictive Disorder Regulatory Authority

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**Policy Name:** Anonymous Letters and Complaints Policy

**Approval Authority:** The ADRA Board is responsible for final approval of new or revised policies and procedures. The ADRA office will be responsible to ensure that necessary policies, procedures and guidelines are current and available on the appropriate departmental web site and implemented accordingly.

**Revisions:** September 6, 2011

**Errors or changes?** Send email to [admin@la-adra.org](mailto:admin@la-adra.org)

1. **Policy Statement**

The ADRA regulates the addiction and prevention professions and imposes disciplinary sanctions when appropriate.

2. **Reason for Policy**

The purpose of this policy is to regulate the addiction and prevention professions and imposes disciplinary sanctions when appropriate in an effort to adequately protect the public.

3. **Who Should Read This Policy**

The following individuals should observe this policy and follow its procedures and understand this policy in order to perform job duties.

- All members of the ADRA community including but not limited to:
  - ADRA Staff
  - ADRA Board Members
  - All individuals regulated by the ADRA
  - All individuals applying to be regulated by the ADRA
  - Addiction Counselors/Prevention Professionals
  - Certified Clinical Supervisors
  - Certified Compulsive Gambling Counselors
  - Public

4. **Related Documents**

ADRA Newsletter  
Act 803  
Professional and Occupational Standards

5. **Contacts**

ADRA Office  
4919 Jamestown Avenue, Suite 203  
Baton Rouge, Louisiana 70808  
225-361-0698 (phone)  
[admin@la-adra.org](mailto:admin@la-adra.org) (email)



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### 6. **The Policy**

In an effort to clarify the ADRA's expectations for receipt of complaints for investigation:

It is the policy of the ADRA to not accept anonymous complaints and/or correspondence. Only signed complaints will be given consideration. In order to adequately and comprehensively address complaints, the ADRA must document events and develop conclusions based on fact. This often requires further clarification and conversation with the person bringing forward the complaint or concern.

General information and application instructions regarding all ADRA credentials can be found on the ADRA website at [www.la-adra.org](http://www.la-adra.org). The most current copy of this policy is also maintained on our website for your reference.

### 7. **Compliance with this Policy**

Failure to comply with this policy may result in untimely and inaccurate transfer of information. If there is anything in this policy that you do not understand, please contact the ADRA office using the information provided.

Please note that the procedures and policies outlined in this policy, and in any related policy, may be reviewed or changed at any time. You will be alerted to important changes and updates will be published on our website.