

Licensing Boards, Councils, and Commissions

PUBLIC HEALTH ISSUE

Local Health Officers can frequently receive sanitary complaints regarding local businesses. While Health Officers have the authority to conduct sanitary investigations, it can be the case that additional licensing bodies also have regulatory authority over the business. Examples of this include Barbering, Cosmetology and Esthetics, Body Art Practitioners, Massage Therapists, and many others. In these cases, the regulatory agency has enforcement authority and tools to bring these businesses back into compliance. It is important for local Health Officers to be familiar with professionals and businesses that are under the licensing jurisdiction of the Office of Professional Licensure and Certification (OPLC) to know when to refer business complaints to this agency for follow up or to initiate a coordinated response. A list of all the Boards under the purview of the OPLC is listed at the end of this document.

ROLE OF THE OFFICE OF PROFESSIONAL LICENSURE AND CERTIFICATION

[The New Hampshire Office of Professional Licensure and Certification \(OPLC\)](#) oversees the administration of over fifty occupational licensing Boards. These Boards directly regulate their professions pursuant to the powers, duties, functions, and responsibilities granted to them by individual practice acts. OPLC provides administrative, clerical, business processing and recordkeeping support to these Boards. In addition, OPLC directly regulates seven professions, with the advice of advisory Boards.

As part of their Compliance Bureau, OPLC performs some proactive inspections and investigations as some professions require an inspection as part of the licensing process. These Boards include: 1) Barbering, Cosmetology and Esthetics; 2) Electrical; 3) Mechanical; and 4) Pharmacy. As part of their Investigation Bureau, OPLC has some staff who conduct inspections in response to complaints filed.

ROLE OF THE LOCAL HEALTH OFFICER

When local Health Officers receive sanitary complaints regarding businesses under the jurisdiction of OPLC, the Health Officer may do one or more of the following:

- **May submit a complaint to the OPLC.** Any individual may report an issue, sanitary related or other concern, to the [OPLC Enforcement Unit](#).
- **May perform a site visit to verify the alleged complaint.** The Health Officer may choose to engage in a site inspection of the establishment to document any concerns.

- **May enforce applicable local laws.** If a business is in violation of a local ordinance or code, the Health Officer or other appropriate municipal official, such as a building code official or fire inspector, may engage in enforcement as necessary.

LAWS AND REGULATION

- **[RSA 128: Town Health Officers](#)**
This RSA gives local Health Officers the authority to enforce public health laws and rules and make such sanitary investigations.
- **[RSA 310-A: Office of Professional Licensure and Certification](#)**
This RSA outlines the purpose of OPLC and its licensing and investigation authority.

FILING A COMPLAINT WITH OPLC

OPLC is responsible for the enforcement of regulatory requirements for qualifying NH licensed professionals and businesses. Additionally, they are responsible for responding to concerns that a licensee or licensed business is in violation of their profession’s rules or demonstrates unethical practices. If a Health Officer receives a complaint that he or she believes to be within the jurisdiction of OPLC, it is encouraged that that concern be reported to complaints@oplc.nh.gov. OPLC also has an [electronic reporting form](#) you may use to submit the concern.

Once the report is filed, OPLC’s Enforcement Division will conduct an investigation. According to OPLC, “When a complaint is supported by substantiating facts or evidence, it is presented to the appropriate Board for the qualified licensee or business for further review and enforcement”. The Board will review the matter in a non-public session at a scheduled Board meeting. The Board may; 1) Dismiss the complaint; 2) Dismiss the complaint with a Letter of Concern; or 3) Vote to move forward with disciplinary process.

The concern is deemed an “emergency” if there is imminent danger to the public’s health, safety, or welfare. In these situations, the Board may order an emergency suspension of the license.

It is important to remember that in order for OPLC to conduct an investigation, they must first have a complaint on file. The Health Officer can play an important role in submitting concerns to OPLC when they receive complaints from the public or discover violations as a result of their day to day work. This can trigger an investigation by OPLC.

CONTACT INFORMATION

[NH Office of Professional Licensure and Certification](#)

7 Eagle Square, Concord, NH 03301

Main Telephone Number: [\(603\) 271-2152, choose option 2](tel:(603)271-2152)

Enforcement Email: Complaints@oplc.nh.gov

New Hampshire Professional Licensing Boards

Health Profession Boards

- [Acupuncture Licensing](#)
- [Alcohol & Drug Use Professionals](#)
- [Allied Health Professionals](#)
 - [Allied Health Governing Board](#)
 - [Athletic Trainers](#)
 - [Genetic Counselors](#)
 - [Occupational Therapists](#)
 - [Physical Therapists](#)
 - [Recreational Therapists](#)
 - [Respiratory Care Practitioners](#)
 - [Speech Language Pathologists Hearing Care Providers](#)
- [Barbering, Cosmetology & Esthetics](#)
- [Body Art Practitioners](#)
- [Chiropractic Examiners](#)
- [Dental Examiners](#)
- [Dietitians](#)
- [Electrologists](#)
- [Funeral Directors & Embalmers](#)
- [Hearing Care Providers](#)
- [Massage Therapists](#)
- [Medical Imaging and Radiation Therapy](#)
- [Medical Technicians](#)
- [Medicine](#)
- [Mental Health Practice](#)
- [Midwifery Council](#)
- [Naturopathic Examiners](#)
- [Nursing](#)
- [Nursing Home Administrators](#)
- [Ophthalmic Dispensing Professionals](#)
- [Optometry](#)
- [Pharmacy](#)
- [Podiatry](#)
- [Psychologists](#)
- [Reflexology, Structural Integrators & Asian Bodywork Therapists](#)
- [Veterinary Medicine](#)

Technical Profession Boards

- [Accountancy](#)
- [Architects](#)
- [Court Reporters](#)
- [Electricians](#)
- [Family Mediators](#)

- [Foresters](#)
- [Guardian Ad Litem](#)
- [Home Inspectors](#)
- [Installers - Manufactured Housing](#)
- [Land Surveyors](#)
- [Landscape Architects](#)
- [Manufactured Housing](#)
- [Mechanical Safety and Licensing](#)
- [Natural Scientists](#)
- [Professional Engineers](#)
- [Professional Geologists](#)
- [Real Estate Appraisers](#)
- [Real Estate Brokers and Salespersons](#)
- [Septic System Evaluators](#)