

# STATE BOARD OF PSYCHOLOGY of OHIO

## POLICY AND PROCEDURE MANUAL

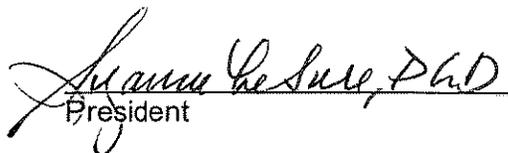
### SECTION 10: ADMINISTRATIVE POLICIES AND PROCEDURES

#### POLICY 10.4: CORRESPONDENCE MAILED FROM BOARD OFFICE

PRIOR DATE EFFECTIVE: February 2, 2004

AMENDED AND EFFECTIVE: APRIL 29, 2013

#### REVIEWED AND APPROVED:

 President	<u>7/15/13</u> Date	 Executive Director	<u>5/9/13</u> Date
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### POLICY STATEMENTS AND STANDARD OPERATING PROCEDURES

1) Correspondence. All letters and other correspondence mailed from the Board office shall be sent in Arial font, 11-point. References to laws/rules may be in 10-point or as directed.

2) USPS CERTIFIED MAIL. A return receipt is an important method of confirming receipt of critical information relative to the Board's work. The following communications shall be sent by Certified Mail, Return Receipt Requested, according to instructions on relevant USPS forms. If the recipient has an attorney of record, then both parties are sent the documents Certified, RRR. The header "Certified Mail (number of Receipt for Certified Mail)" and "Return Receipt Requested" are included above the recipient's address as part of the letter, either in header or as part of text, top left, above address.

- Notification that an applicant has failed the EPPP
- Failure of an Oral Exam
- Examiner's Proposal to Deny an Application
- Letter advising applicant or licensee of a request for response under 4732-17-01 (A) (5)
- Letters/correspondence re request for additional response to investigation.
- Notice of Opportunity for Hearing (original to licensee; copy to attorney)
- Notice to set or continue Hearing Date/Time (original to licensee/copy to attorney)
- Board Order after a Hearing with a cover letter, pursuant to ORC 119, including a schedule relative to appeal rights and deadlines (original to licensee; copy to attorney).
- Any other correspondence as directed/authorized by the Executive Director