

ALABAMA PROFESSIONAL BAIL BONDING BOARD
ADMINISTRATIVE CODE

CHAPTER 153-X-7
COMPLAINT PROCESS

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153-X-7-.01 **Complaint Form.**

(1) Complaints may be filed pursuant to the Alabama Bail Bond Regulatory Act, Chapter 13 of Title 15, Code of Ala. 1975.

(2) Any person desiring to make a complaint concerning an alleged violation of the Alabama Bail Bond Regulatory Act, Chapter 13 of Title 15, Code of Ala. 1975 by any bondsman shall use the APBB Consumer Complaint Form as provided by the Board. The Complaint form is located at www.apbb.alabama.gov.

(3) Complaint forms must be submitted to the Executive Director in writing and must contain the signature of the complaining person/or party.

Author: Alabama Professional Bail Bonding Board

Statutory Authority: Code of Ala. 1975, §15-13-207.

History: New Rule: Published June 30, 2020; effective August 14, 2020; operative upon approval by Joint Committee on November 10, 2020. Amended: Filed June 21, 2022; **Amended:** Filed September 20, 2022; Effective November 14, 2022.

153-X-7-.02 **Complaints.**

(1) All complaints received by the Executive Directory shall be forwarded to the Investigate Committee and may be subjected to investigation. Complaints must be submitted within ninety (90) days of the alleged occurrence. The Investigative Committee shall be appointed by the Board Chairman and consist of the Executive Director and two Board members.

(2) A copy of all complaints will be forwarded to the licensee that is the subject of the complaint.

(3) A copy of all complaints will be forwarded to the company employing any licensee who is the subject of any complaint.

(4) Any licensee that is the subject of a complaint shall promptly, within thirty (30) calendar days, respond to all correspondence or request(s) for information directed to the licensee by the Board or any employee thereof. Every licensee shall fully cooperate with any examination or investigation conducted by the Board, the Executive Director, the Investigative Committee, and/or its designee. Failure to do so may be grounds for a hearing, suspension of license, or revocation of license.

(5) Failure on the part of any licensee to make requested records available for inspection or examination upon request by the Board, the Executive Director, and/or its designee pursuant to a complaint may provide grounds for a hearing, suspension of license, or revocation of license.

(6) Any person that is regulated by this Board who files a complaint or causes a complaint to be filed against another regulated entity, that is ultimately determined, by the Board, to be a complaint without merit, the complaining party shall be brought before this Board for appropriate disciplinary action pursuant to the Alabama Bail Bond Regulatory Act, Chapter 13 of Title 15, Code of Ala. 1975.

Author: Alabama Professional Bail Bonding Board

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