

## **Arizona Board of Pharmacy**

### **Substantive Policy Statement**

This substantive policy statement is advisory only. A substantive policy statement does not include internal procedural documents that only affect the internal procedures of the agency and does not impose additional requirements or penalties on regulated parties or include confidential information or rules made in accordance with the Arizona Administrative Procedures Act. If you believe that this substantive policy statement does impose additional requirements or penalties on regulated parties, you may petition the agency under Arizona Revised Statutes § 41-1033 for a review of the statement.

### **Guidelines for Board Complaint Resolution**

The Arizona Board of Pharmacy has adopted this Substantive Policy Statement to provide the licensees and the public with general guidelines used by the Board during the complaint resolution process. The Board is not limited by these guidelines and may select any combination of resolutions found in the chart.