



DEPARTMENT OF LABOR AND LICENSING
POLICY TITLE: LICENSING ISSUES/REFERRALS

Last Rev.: 05/30/2023

Definitions

As used in this policy:

(1)(A) "Licensing issue" means any written or verbal expression or exchange of information concerning the conduct of any person that may indicate a current or past violation of any statute, rule, procedure, or policy pertaining to the Department of Labor and Licensing or any of its boards, commissions, sections, or divisions.

(B) "Licensing issue" includes:

(i) Advertising, offering, or performing any work that requires licensure without a current license; and

(ii) Conduct by a licensee that may indicate or may indicate upon further investigation that a statute, rule, procedure, or policy pertaining to the Department or any of its boards, commissions, sections, or divisions has been violated.

(C) "Licensing issue" does not include information acquired by an investigator for the Department or any of its boards, commissions, sections, or divisions that is processed according to standard operating procedures.

(2) "Notify" means to provide by actual notice a complete description of the licensing issue via phone, text, email, or in person.

Reporting and Processing Licensing Issues

(a) Upon learning of a licensing issue, the staff of the Department or any of its boards, commissions, sections, or divisions shall promptly notify his or her supervisor and the investigator assigned to the board, commission, section, or division, if any, for proper handling.

(b) Upon learning of a licensing issue, the Director of each of the Department's boards, commissions, sections, and divisions shall ensure that the licensing issue is handled in accordance with the standard operating procedures of the board, commission, section, or division.

(c) Each Director is responsible for implementing this policy and ensuring that his or her staff understands the policy.



DEPARTMENT OF LABOR AND LICENSING
POLICY TITLE: PUBLIC OFFICIAL COMMUNICATIONS

Last Rev.: 06/22/2023

Public Officials - Definition

As used in this policy:

- (1) "Communication" means a written or verbal expression or exchange of information concerning any function, duty, procedure, or policy of the Department of Labor and Licensing or any of its boards, commissions, sections, or divisions; and
- (2) "Public official" means:
 - (A) The Governor and his or her staff;
 - (B) A member the General Assembly and his or her staff; and
 - (C) The Director and any other employee of the Bureau of Legislative Research if calling on behalf of a member of the General Assembly.

Advance Reporting of Communications

The Department is committed to promptly providing information, assistance, and good public service in all of its endeavors, while maintaining a consistent approach to formulating decisions and policy to address issues that affect the Department. To further this goal all employees are expected to handle communications in a polite and professional manner consistent with being helpful, but without committing to a decision or particular course of action before vetting the issue and obtaining guidance from the Executive Team. Therefore, before responding to a communication initiated by or on behalf of a public official, a complete description of the communication shall be promptly provided by phone, text, or in-person to the Department's Chief of Staff and Chief Legal Counsel, with final approval by the Department Secretary. It is both necessary and desirable to fully discuss the subject matter presented by the communication for the purpose of gaining a full understanding of the issue and establishing or maintaining a good relationship that will facilitate resolution of the issue. However, no binding decision should be conveyed or course of conduct chosen except in accordance with the guidance provided by the Executive Team.



DEPARTMENT OF LABOR AND LICENSING
POLICY TITLE: EXTERNAL COMMUNICATIONS

Last Rev.: 06/16/2023

All releases or comments made online or in a public forum must be approved by the Department Secretary.

Effective communication is vital in our efforts to inform the public about the work we do, the services we offer, and the policies we implement. It is also important that our communications reflect the values and mission of our department.

To ensure that our communication efforts are effective and consistent, everyone is expected to follow these guidelines:

1. All communication efforts, including press releases, social media posts, and public statements, should be reviewed and approved by the Department Secretary before they are released.
2. All communication should reflect the mission and values of the Arkansas Department of Labor and Licensing and should be accurate, clear, and concise.
3. We should strive to be responsive to the needs and concerns of the public, and to provide timely and accurate information.
4. We should engage with the public through various channels, including social media, press releases, public events, and other outreach efforts.
5. We should work together as a team to ensure that our communication efforts are consistent and effective.

Any comments or posts made on social media or public forums must be reviewed and approved by the Department Secretary. This is important to ensure that our communications are accurate, professional, and reflect the values of our department.