

X-Ray or Tanning Facility: File a Complaint

Have you been exposed to unnecessary radiation? Have you been injured or burned while using a tanning bed in a tanning salon/service? Have you witnessed unsafe practices or unsanitary conditions at an x-ray or tanning facility?

You can file a complaint and/or report an injury to DHEC. We will begin the investigative process to determine if the facility is in compliance with state regulations.

Use this form to:

File a complaint or share a concern about an x-ray or tanning facility in South Carolina.
Alert DHEC to unsanitary or dangerous conditions or practices at a tanning facility.

Do not use this form:

For billing or financial complaints. For those, contact the S.C. Department of Consumer Affairs
[S.C. Department of Consumer Affairs](#)

How DHEC's Complaint Process Works (Please Read):

Step 1

Tell us what you witnessed or why you are concerned by answering the questions below, providing as much detail as possible. Please keep in mind, our relatively small staff receives many complaints each year; some require more time to resolve than others. We base our response to your complaint and the timing of any investigation we do on the information you provide. Without complete, clear information, we may not be able to fully investigate your complaint or take action.

Step 2

We will read your complaint very carefully, and we may talk it over with others on our investigative team. Based on the description/details you provided, we will determine whether or not a regulation or law — one that DHEC has the authority to enforce — appears to have been violated. If so, we will launch an investigation.

Sometimes an understandably upsetting situation described in a complaint does not actually violate a regulation or law. In those cases, there is little we can do.

If we find that your complaint actually falls under another agency's authority or jurisdiction, we will forward the complaint to the appropriate agency.

Step 3

In investigating a complaint, we may review a facility's records, interview staff, customers and witnesses, and observe employees as they work. Based on our findings, we can determine what, if any, corrective actions may be needed.



X-Ray or Tanning Facility Complaint Form

Please Answer All Questions:

I am a:

- Current or former employee of an x-ray or tanning facility
- Customer of an x-ray or tanning facility
- Family member or friend of an x-ray or tanning facility customer
- Legal representative or guardian or someone with Power of Attorney for an x-ray or tanning facility customer
- Other: _____

Name of X-Ray or Tanning Facility:

Address of Facility:

Telephone Number of Facility:

Date and time or date range when the incident, injury or problem occurred:

Name of the customer(s) involved or affected (if known):

Name and job titles (if known) of any employees who were involved or present when the incident or situation occurred:

Names and contact information of any witnesses to the incident or situation:

Please describe the incident or problem in as much detail as possible:

Have you (or another person) discussed this problem/complaint with the administrator or owner of the x-ray or tanning facility?

- Yes
- No
- I have not, but don't know if others have.

To your knowledge, has the facility tried to address the situation?

- Yes.

How?

- No
- Don't Know

Have you contacted any other state or federal government agency or a law enforcement agency about this problem or issue?

- Yes

Name of agency contacted:

 No

Please check one:

I am submitting this concern/complaint anonymously (without providing my name). I understand that without my name and contact information, DHEC staff will not be able to ask me for additional details, which may greatly limit DHEC's ability to investigate my complaint.

I am providing my name and contact information. DHEC staff has my permission to contact me should they need to ask me additional questions or discuss my complaint. By providing my name and contact information, I acknowledge my identity will become part of the facility's file, which is public record. I understand DHEC public records may be obtained by contacting DHEC's Freedom of Information Office.

Name, Address and Telephone Number: _____

Submit complaint by mail or fax:

SC DHEC, Bureau of Radiological Health
2600 Bull Street
Columbia, SC 29201

Fax Number: (803) 545-4412

You can contact us by phone for more information or to speak to an x-ray or tanning inspector; however, all complaints must still be documented in writing.

Phone Number: (803) 545-4400

**S.C. DEPARTMENT OF HEALTH AND ENVIRONMENTAL CONTROL
BUREAU OF RADIOLOGICAL HEALTH
X-RAY OR TANNING FACILITY COMPLAINT FORM- DHEC 3915**

PURPOSE:

This form is for consumers of x-ray and tanning facilities to utilize in order to file a complaint or report an injury received at an x-ray or tanning facility.

ITEM BY ITEM INSTRUCTIONS:

I am a – The person completing this form will answer how they were involved in the complaint.

Name of X-Ray or Tanning Facility – This refers to the facility involved in the complaint.

Address of Facility – Give the Give the Street, City, State, Zip Code of the facility involved in the complaint.

Telephone Number of Facility – Self-Explanatory.

Date and time or date range – Self-Explanatory.

Name of customer(s) involved – Self-Explanatory.

Name and job titles of employees – Give the names of the employees at the x-ray or tanning facility that were involved in the complaint.

Name and contact information of any witnesses – Give the names and addresses or telephone numbers of anyone that may have witnessed the complaint.

Describe the incident – Give details of the complaint.

Have you discussed this problem – Indicate if you have discussed the event with anyone from the facility.

To your knowledge, has the facility tried to address the situation – Self-Explanatory.

Have you contacted any other state or federal agency – Self-Explanatory.

Name of agency contacted – Self-Explanatory.

Please check one – Self-Explanatory.

OFFICE MECHANICS AND FILING:

When the X-Ray or Tanning Facility Complaint Forms are received, stamp the form and all attachments with the date received. The complaint will be investigated. Copies of the complaint and results of the investigation are placed into the registrant's file.