

What information do I need to include in my complaint?

Complaints must be written or submitted online. Either way, there is basic information that is required with your complaint:

- Name of the Optometrist
- Name and contact information of the individual filing the complaint
- The patient's name, date of birth, mailing address and telephone number
- A description of the actions or inactions prompting the complaint, including the location where it occurred
- The approximate dates for the actions/inactions prompting the complaint