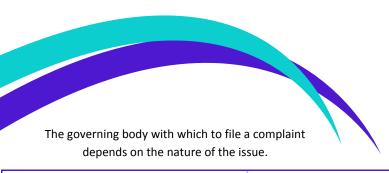
Where to File a Complaint



VIOLATION OR COMPLAINT	FILE COMPLAINT WITH
Refusal to release prescription upon payment for exam.	Federal Trade Commission
Charging for release of prescription	Federal Trade Commission
Disclaimer of liability on the prescription	Federal Trade Commission
Requiring purchase of eyewear from prescriber	Federal Trade Commission
Name badge stating Optician, when not licensed	Virginia Department of Professional and Occupational Regulation
Eyewear not accurately dispensed.	Virginia Department of Professional and Occupational Regulation
Over-the-counter contact lenses	Federal Trade Commission
Optician not displaying license	Virginia Department of Professional and Occupational Regulation
Expiration date on Eyeglass Prescription without medical necessity	Virginia Department of Health Professions—Board of Optometry

Opticians are licensed for consumer protection and are bound by the laws of the Commonwealth of Virginia to ensure that consumer prescriptions are filled accurately and fit properly.

By law, an Optician's license must be displayed in a prominent location for the consumer's inspection.

Opticians Association of Virginia

Contact Information

FEDERAL TRADE COMMISSION

Main Website: www.ftc.gov

Complaint Site:

www.ftccomplaintassistant.gov Choose Other, then Health Care 1-877-FTC-HELP (1-877-382-4357)

VIRGINIA DEPARTMENT OF PROFESSIONAL AND OCCUPATIONAL REGULATION

Board for Opticians www.dpor.virginia.gov (Select "Report a Licensee" in left column) (804) 367-8504

VIRGINIA DEPARTMENT OF HEALTH PROFESSIONS—BOARD OF OPTOMETRY

http://www.dhp.virginia.gov/Enforcement/ 1-800-533-1560 or (804) 367-4691

OPTICIANS ASSOCIATION OF VIRGINIA

Advancing Virginia's Opticians

14 North 8th Street

Richmond, VA 23218

Phone: 866-734-9251

Fax: 877-800-1103

E-mail: oav@vaopticians.org www.vaopticians.org

For assistance with determining whether to file a complaint or not, and with whom, contact the Opticians Association of Virginia.