

The following information is provided to assist individuals that may have a complaint against a Missouri licensed optometrist.

If you wish to file a complaint with the Missouri State Board of Optometry against an optometrist, it is necessary that you complete the Uniform Complaint form and the Authorization to Use and Disclose Protected Health Information form. In order for the optometrist to release any information regarding services s/he provided, the individual receiving the services must sign this form.

When the Board receives a complaint against an optometrist, a copy of the complaint is provided to the optometrist who is the subject of the complaint and s/he is asked to respond to the complaint within thirty (30) days and provide copies of the patient's medical records. After this information is received from the optometrist, your complaint is prepared for review by the Board at its next regularly scheduled meeting. The Board meets three (3) times a year (February, July, and October) to review complaints and handle other Board business. You will be notified of the review date and of the Board's final disposition of your complaint.

Please understand that the State Board of Optometry is a regulatory agency. The Board can only seek to discipline an optometrist for certain specific types of conduct which are set out in the law. In addition, the Board must be able to prove the conduct with legally admissible evidence before it can discipline an optometrist. However, when formal discipline is not appropriate or possible, complaints are sometimes resolved informally.

Complaints and any information obtained by the Board as a result of the complaint is confidential and cannot be released to any member of the public without the optometrist's signed consent. If the Board pursues a disciplinary action against the optometrist as a result of your complaint, you may be asked to testify at a hearing before the Administrative Hearing Commission. Please indicate your willingness to testify on the complaint form.

Please mail the completed complaint form and the completed Authorization to Use and Disclose Protected Health Information form to the following address:

Missouri State Board of Optometry
P.O. Box 1335
Jefferson City, MO 65102

Complaint forms must have an original signature and cannot be e-mailed or faxed to the Board.

For further questions regarding the complaint process, please do not hesitate to call the Board office at 573-751-0814.