The Opticians of Manitoba

"Our Focus Is Your Eyesight"

APPENDIX A

COMPLAINT RESOLUTION FORM

You may wish to speak with staff at the Opticians of Manitoba before lodging a formal complaint. To initiate a complaint against a member of the Opticians of Manitoba, please complete this form to the best of your ability and mail/fax it to the address above along with a brief outline of your concerns/complaint (see section D).

SECTION A: NAME OF COMPLAINANT

Name:	
Address:	
City:	Province:
Postal Code:	Email:
Phone:	
If you are not the patient, please describe your relationship to the patient and provide details about the patient below (parent, guardian, spouse, child, relative, lawyer, friend)	

SECTION B: NAME OF PATIENT (if different than above)

Name:	
Address:	
City:	Province:
Postal Code:	Email:
Phone:	
If you are not the patient, please describe your relationship to the patient and provide details about the patient (parent, guardian, spouse, child, relative, lawyer, friend)	

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SECTION C – MEMBER OF THE OPTICIANS OF MANITOBA

○ Optician	○ Contact Lens Fitter	○ Student
Name:		
Business Name:		
Business Address:		
City:	Province:	
Postal Code:	Phone:	

SECTION D: DETAILS OF THE COMPLAINT

Please provide a concise descrition of your complaint. Please remember to include the following information:
Dates of Service
Location of Service
The reason(s) you are concerned about the member's quality of care or behavior
A description of any efforts you have already made to resolve this matter
Supporting documentation with explanations of how each document relates to your complaint.

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SECTION E - HOW DID YOU HEAR ABOUT THE OPTICIANS OF MANITOBA?

- Another Health Professional(please specify e.g. optician, doctor, optometrist)
- Online
- From the Optician of whom the complaint is against
- Through another organization (please specify)
- Other (Please specify)

Thank you for bringing this to our attention.

Print your name: _____

Signature: _____

Date: _____

Should you require more information about the Complaints Resolution process, please contact the Opticians of Manitoba or visit our website.

Mallory Gutwein, Registrar – mgutwein@optm.ca

Please note that the Opticians of Manitoba regulates only Opticians and student opticians, not optical stores, dispensaries, corporations or their non-optician owners or managers. Please also note that the Opticians of Manitoba does not have the legal authority to deal with issues that are solely of a monetary nature, such as prices, warranty or refunds.