

OHLA

The **Oregon Health Licensing Agency (OHLA)** is a state department of licensing and regulation. OHLA is unique among Oregon's regulatory agencies — it oversees multiple professions under a central agency administration.

OHLA oversees the following:

- Board of Athletic Trainers
- Body Piercing Licensing Program
- Board of Cosmetology
- Board of Denture Technology
- Advisory Council for Electrologists, Permanent Color Technicians and Tattoo Artists
- Environmental Health Registration Board
- Advisory Council on Hearing Aids
- Board of Direct Entry Midwifery
- Nursing Home Administrators Board
- Respiratory Therapist Licensing Board
- Sex Offender Treatment Board

Consumer's Bill of Rights

Consumers receiving services by Oregon professionals licensed, certified or registered by the Oregon Health Licensing Agency (OHLA) have a legal right to:

- ✦ Receive competent professional services
- ✦ Verify the names, titles and credentials of professionals providing services
- ✦ Receive clear explanations of the services offered and cost for the services
- ✦ Refuse any services offered
- ✦ Receive information on complaints that have resulted in final action
- ✦ File a complaint with OHLA regarding a practitioner, facility, or an unlicensed/uncertified person
- ✦ Request reasonable accommodations to access professional services as outlined in the Americans with Disabilities Act
- ✦ Be treated with courtesy and respect
- ✦ Have service options and consequences explained



OREGON HEALTH
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www.oregon.gov/OHLA

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*Consumer protection
for health and related professions*



Consumer Complaints

What You Need to Know

If you can't resolve a problem or issue with a licensee of one of the health and related professions we regulate, you may file a complaint with the Oregon Health Licensing Agency (OHLA).

If the complaint is out of OHLA's jurisdiction (i.e. a medical issue that would be addressed by the [Oregon Medical Board](#) or fraudulent activity responded to by the [Oregon Department of Justice's Financial Fraud/Consumer Protection Section](#)), we will refer you to the appropriate agency/organization.

When to File a Complaint

You may file a complaint if you have:

- Been injured or have been subject to the spread of infectious disease or conditions
- Purchased goods or services that were not provided or not provided as advertised
- Purchased goods or services that were unacceptable; shoddy or failed to meet minimum standards
- Observed work areas that are unclean, instruments or supplies that are not properly disinfected or sterilized, or practitioners who have not followed proper disinfection/sterilization procedures
- Observed practitioners providing services without required state authorization (license, certification or registration)
- Observed or been subject to sexual harassment or other unprofessional conduct

Financial Transactions/Refunds

With the exception of contractual rights granted to consumers of hearing aids, OHLA does not have the statutory authority to mandate refunds to consumers of OHLA-regulated professions for services or products provided. Any financial or business transaction should be resolved with the business and/or professional.

You may also contact your local [Better Business Bureau](#), [Oregon Department of Justice's Financial Fraud/Consumer Protection Section](#), or the respective professional association if you believe you have been financially taken advantage of unlawfully. Small claims court is one more option for financial recourse.

If you are unsure of your rights or where to turn for help, contact OHLA for clarification.

How to File a Complaint

We request that consumers fill out a complaint form and submit it via mail, fax or in person at OHLA in Salem.

You may download the complaint form on our Web site at www.oregon.gov/OHLA or request a copy from OHLA's Regulatory Operations Division. On the complaint form, specify whom the complaint is against, the address and phone number of the individual(s) involved, and the type of complaint, such as:

- Competency of services performed
- Safety and infection control violation(s)
- Practicing/advertising without a license

The Complaint Process

OHLA regulatory staff reviews each consumer complaint submitted. If a violation of state regulations is suspected, agency staff conducts an investigation that may include obtaining documents, interviewing those involved, and reviewing the specifics of the case with the enforcement committee of the related volunteer citizen board or council representing the profession.

If no violation is found, you will receive a letter stating OHLA has closed the complaint. If a violation is found, you will be sent a letter stating that OHLA is taking disciplinary action. You may also be notified to provide additional information or clarification.

Disciplinary action begins with a **proposed order**, which states the alleged violation(s) and penalties. This information becomes available to you, the complainant, and the public only after OHLA issues a **final order**.

Disciplinary actions are civil penalties that may include fines up to a maximum of \$5,000 and suspension or revocation of a practitioner's authorization (license, certification or registration) to provide services.

We ask you to be patient during the complaint investigation and resolution. Because of the agency's complaint caseload, the thoroughness with which we conduct our investigations and the statutory, or legal, steps we must take, resolution of your complaint may take up to several months or longer. However, we make every effort to resolve complaints as quickly as possible.

For more information, visit www.oregon.gov/OHLA/Consumer_Help.shtml