



COMPLAINTS

If you have a complaint with the care we provide, our first request is that you discuss it with us, in person or in writing. If you are not satisfied with this you have the right, at any time, to file a formal complaint. This will initiate an internal investigation of our practice with the North American Registry of Midwives (our credentialing organization), the Virginia Board of Medicine (our licensing board), or both.

To file a complaint with the North American Registry of Midwives:

Formal complaints must be written and signed, and require the client to sign a records release before the peer review can proceed. Written complaints are sent through US Postal Mail (not email) to:

North American Registry of Midwives Accountability
Shannon Anton, CPM
PO Box 128
Bristol, Vermont 05443-0128

For more information, please visit the NARM web site: <http://www.narm.org>. Additional questions may be sent via email to: info@narm.org

To file a complaint with the Board of Medicine:

The Department of Health Professions receives complaints about health care practitioners (including Licensed Midwives) who may have violated a regulation or law. Complaints for all the licensing and regulatory Boards are received and processed by the Enforcement Division.

The Department is responsible for administering the laws and regulations pertaining to health care practitioners, which may include conducting investigations of alleged violations. In order for the Department to initiate an investigation, the information it receives must relate to a law or regulation governing a specific regulated profession or facility. While a practitioner's action may be considered improper, unethical or otherwise deserving of corrective action, it may not be a violation of law.

Complaints related to a Licensed Midwife's alleged violation of a regulation or law may be submitted to the Board of Medicine through the Enforcement Division of the Department of Health Professions in writing, by telephone, fax, email, or in person.

Virginia Department of Health Professions
6603 West Broad Street, 5th Floor
Richmond, Virginia 23230-1712

Telephone: 1-800-533-1560
Fax: (804) 662-7079
Email: enfcomplaints@dhp.virginia.gov