STATE COMMITTEE OF EXAMINERS IN THE FITTING AND DISPENSING OF HEARING INSTRUMENTS
COMPLAINTS SUBCOMMITTEE MEETING
Wednesday, January 21, 2015, 10:00 a.m.
Texas Department of State Health Services
Exchange Building
8407 Wall Street, Room N-102
Austin, Texas 78754

MINUTES

Board Members Present:
Amy Trost, Professional Member
Ben Norris, Professional Member
Barbara Willy, Public Member

Staff Present:
Katie Brice
Dawn Burton
Georgia Norman

Agenda Item 1 was to call the meeting to order at 10:30 am by Mr. Norris, chair.

Agenda Item 2 was the introduction of members, staff, and guests.

Agenda Item 3 was to review and approve the minutes of the complaints subcommittee meeting held on September 24, 2014. A motion was made by Ms. Trost to approve the minutes as amended. The motion was seconded and passed.

Agenda Item 4 was the discussion regarding the following pending complaints and any associated investigations:

Complaint # 1066-12-0015 was discussed. A motion was made by Ms. Trost to close this complaint as no violation. The motion was seconded and passed.

Complaints # 1066-14-0015 and # 1066-14-0016 were discussed. A motion was made by Ms. Trost to table these complaints for additional investigation. The motion was seconded and passed.

Complaint # 1066-15-0002 was discussed. A motion was made by Ms. Willy to require a refund to the client. The motion was seconded and passed.

Complaint # 1066-13-0029 was not discussed.

Agenda Item 5 was the staff overview report concerning open complaints. Ms. Brice gave the report.

Agenda Item 6 was items for future consideration.

Agenda Item 7 was adjournment. The meeting adjourned at 12:30 pm.

Benjamin Norris – Chair

5-13-15
Date