

Frequently Asked Questions

The Complaint Process

How do I file a complaint?

To file a complaint online, go to our Web site, www.naturopathic.ca.gov and click on File a Complaint. If you prefer, you can print a complaint form off the Web site. Mail the completed form to the Naturopathic Medicine Committee, PO Box 980490, West Sacramento, CA 95798, or fax it to (916) 928-4787. You can also e-mail us at naturopathic@dca.ca.gov or call (916) 928-4785 with your complaint information.

Do I have to give my name and address?

No. Your complaint can be anonymous. If we have your contact information, we will let you know what happens with your complaint.

What information should I provide when filing a complaint?

You should include any evidence of your complaint when you submit it. For example: If someone is illegally using the title of ND, include the person's business card or Web site address.

What happens after I file a complaint?

If the complaint is valid, we will send a letter to the offending person, or start an investigation. If we have your contact information, we will let you know what happens with your complaint.

What if the individual should be investigated by another bureau or board?

We will refer complaints to another board or bureau as appropriate.

Do you follow up on the complaints?

Yes. We review the files monthly to see if the complaint has been resolved. If the complaint concerns illegal use of the ND title on a Web site, we will check the Web site periodically.

What types of complaints do you get?

Most complaints we receive involve illegal use of the ND title, although there have been a few inquiries on scope of practice and advertising by licensed naturopathic doctors.

What happens if a complaint filed against a licensed naturopathic doctor is substantiated?

The doctor will face disciplinary action as specified in the *Naturopathic Medicine Committee Disciplinary Guidelines Handbook*.