

## Compact with Texans

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The Texas Optometry Board is a state regulatory agency, charged with implementing and administering the Texas Optometry Act (Chapter 351, Texas Occupations Code).

### Mission

The mission of the Texas Optometry Board is to promote, preserve, and protect the health, safety and economic welfare of the people of Texas through the regulation of the practice of optometry.

### Services Provided By The Agency

- Review applications for licensure, administer licensure examinations, and subsequently license doctors of optometry
- Monitor continuing education of licensed doctors of optometry on an annual basis
- Monitor activities of licensed doctors of optometry for compliance with the Act, including disciplinary measures for violations of the Act
- Handle consumer complaints within the jurisdiction of the Act
- Provide information to the public including licensee verifications and general optometric information

### Service Principles Regarding License Holders

The licensing and license renewal functions are of paramount concern to the agency and the citizens of Texas. It is the goal of the agency to ensure that all legal requirements for licensure are met by each applicant and renewing license holders. The agency will continue to provide prompt and accurate responses to questions from applicants and license holders. The agency will also continue to conduct regular reviews of the application and renewal process to make it as easy and efficient as possible while maintaining a high level of accuracy regarding compliance with the Texas Optometry Act.

The agency works diligently to process all applications for licensure as quickly as possible. For those individuals renewing a license, a renewal certificate is normally mailed within seven working days from receipt of the renewal.

### Complaints Concerning the Services of an Optometrist

Complaint forms are provided to consumers and patients upon request. The agency addresses each and every written complaint and notifies the complainant as the complaint process progresses. The average time for complaint resolution is from 120 to 150 calendar days. Consumer information pamphlets detailing the process for filing a complaint are available to the general public and to the optometric offices. The agency also requires each optometric office to display a consumer complaint sign or pamphlet with the address and phone number of the Texas Optometry Board.

### General Service Principles

- Conduct the activities of the Texas Optometry Board in a legal, open, professional, efficient, timely, and courteous manner
- Perform the mission of the agency with the best interests of Texas citizens and consumers in mind, including the efficient use of state financial resources
- Provide and maintain an internet site address that contains information regarding the agency and its activities, including the complaint process
- Respond to requests for written information within five working days
- Return telephone calls as soon as possible within one working day
- Provide and maintain publications and pamphlets on agency activities
- Maintain a well-trained, conscientious and courteous staff

### Accessibility

It is the goal of the agency to be not only accessible to the profession it licenses but to the general public via email, telephone, or written communication and to provide customer service in a friendly and useful manner. Foremost in its customer service is a complete and timely response to all questions and concerns about the Board and optometric practice and consumer interest questions. The Board encourages and welcomes suggestions, requests and feedback from all citizens. All communications and any concerns should be submitted in writing and the communications will be acknowledged as soon as possible.

### Website

In addition to providing information by correspondence and telephone, the agency maintains a web page that contains information on how to file a complaint with the Texas Optometry Board as well as how to become licensed. [Optometry Board Website](#). Or you may access the website through the [Official State of Texas Site](#).

Access to services provided by the agency can be obtained by contacting:

Vincent Piña, Customer Service Representative

or

Chris Kloeris, Executive Director

Texas Optometry Board

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