

**NYS Hearing Aid Dispensing Advisory Committee  
Enforcement Report  
September 2021 – December 2021**

- Total number of consumer complaints received since last board meeting- 0
- Total number of complaints closed since last board meeting - 2
- Total number of pending investigations - 5

- Complaints allege the following violations:

Dispenser failed to issue a required refund (Art. 37-A, GBL, §799.2 (l)) – 2

Unlicensed activity (Art. 37-A, GBL, §799.2 (a)) - 1

Dispenser offers online hearing aids (Art. 37-A, GBL, §799.2 (s)) – 1

Hearing Aid Dispenser convicted of a crime substantially related to the qualifications, functions and duties of a hearing aid dispenser (Art. 37-A, GBL, §799.2 (d) & §790)-1

- During the past 12 months, consumer complaints were made against the following category of licensee:

Hearing aid dispenser- 6

Online hearing aid vendor- 1

Audiologist- 0