NYS Hearing Aid Dispensing Advisory Committee
Enforcement Report
March 2022 - May 2022

- Total number of consumer complaints received since last board meeting - 0
- Total number of complaints closed since last board meeting - 1
- Total number of pending investigations - 4
- Complaints allege the following violations:
  - Dispenser demonstrated incompetency and failed to issue a refund to a consumer (Article 37-A, GBL §799 (2)(b) – 1
  - Dispenser offers online hearing aids (Article 37-A, GBL §798 (17) - 1
  - Dispenser engaged in misleading advertising, via print media, relative to the scope of hearing aid dispensing practices (Article 37-A, GBL §798(15)(a); 19 NYCRR § 192.16(f) - 1
  - Dispenser obtained a certificate of registration by fraud or deceit via the assistance of another dispenser/registered hearing aid dispenser instructor - (Article 37-A, GBL §799 (2) (e) - 1
- During the past 12 months, consumer complaints were made against the following category of registrants:
  - Hearing aid dispenser- 0
  - Hearing aid business – 1
  - Audiologist - 0