



OHIO OPTICAL DISPENSERS BOARD

77 SOUTH HIGH ST. 16TH FLOOR
COLUMBUS, OHIO 43215-6108
(614) 466-9709 FAX (614) 995-5392
www.optical.ohio.gov

OPTICAL DISPENSERS BOARD CUSTOMER SERVICE STANDARDS

Office hours: Monday through Friday 7:30 AM to 4:30 PM

The Office is closed on all State Holidays

The Optical Dispensers Board adheres to the customer Service Standards listed below in compliance with section 121.91 of the Ohio Revised Code. The organization's mission and staff size dictate that these standards apply to all positions.

Optical Dispensers Board Mission

The mission of the Optical Dispensers Board is to protect and serve the public of Ohio by effectively and efficiently regulating the practice of opticianry and ocularistry.

The customers of the Board include:

- The citizens of Ohio
- Apprentice opticians
- Students enrolled in approved schools of opticianry
- Applicants for licensure
- Current licensees
- Federal, state, and local government agencies
- State and National professional associations
- National credentialing and testing organizations

Our Customer Service Goals:

- Treat all of our customers with courtesy and respect.
- Provide high-quality service by a knowledgeable staff
- Provide complete, accurate, and precise information in a timely fashion
- Regularly assess our customer's needs and level of satisfaction with our service based on feedback gained from the e-mail survey "Feedback" survey
- Continue to improve customer service based on customer feedback

Customer Service Standards

1. Voice Mail Messages requiring a response will be answered within two business days. Staff will leave their name, the agency's name and telephone number and the time available for a return call, if necessary.

2. E-mails requiring a response will be answered via e-mail within two business days. Each e-mail response will contain a feedback section that will allow the receiver of the e-mail to answer a survey related to the individual's interaction with the Board staff. The responses to the survey are automatically sent to the Executive Director who will respond within 5 business days to the comments as needed or requested.

3. Questions received via phone call, email or by US mail, will be handled by the Board Staff with the appropriate knowledge and expertise within the guidelines described above. Questions or complaints that are not directly related to the scope of authority of the Board will be referred to the appropriate entity or agency whenever possible.

4. All **written correspondence** created by Board staff will be professional and the information contained in the correspondence will be complete, accurate and precise.

5. Requests for license verification to another jurisdiction will be processed within five business days from receipt of the written request containing the appropriate information for verification.

6. Complete and approved applications for initial licensure will be processed and issued and mailed within five business days.

7. All **address change requests** will be processed within three business days of the request.