

The goal of BBD is to provide professional midwifery care and to communicate effectively to resolve any issues. If you have a complaint with Peggy Franklin CPM, Kim Pekin CPM, or with any facet of your experience, we first request that you discuss it in person or in writing. If we cannot resolve our differences, you have the right to file a formal complaint, which will initiate an internal investigation of my practices, with the North American Registry of Midwives (our credentialing organization), the Virginia Board of Medicine (our licensing board), or both.

**To file a complaint with the North American Registry of Midwives:**

Formal complaints must be written and signed, and require the client to sign a records release before the peer review can proceed. Written complaints are sent through US Postal Mail (not email) to:

North American Registry of Midwives Accountability  
Shannon Anton, CPM  
PO Box 128  
Bristol, Vermont 05443-0128NARM Accountability

For more information, please visit the NARM web site: <http://www.narm.org>.

**To file a complaint with the Board of Medicine:**

The Department of Health Professions receives complaints about health care practitioners (including Licensed Midwives) who may have violated a regulation or law. Complaints for all the licensing and regulatory Boards are received and processed by the Enforcement Division.

The Department is responsible for administering the laws and regulations pertaining to health care practitioners, which may include conducting investigations of alleged violations. In order for the Department to initiate an investigation, the information it receives must relate to a law or regulation governing a specific regulated profession or facility. While a practitioner's action may be considered improper, unethical or otherwise deserving of corrective action, it may not be a violation of law.

Complaints related to a Licensed Midwife's alleged violation of a regulation or law may be submitted to the Board of Medicine through the Enforcement Division of the Department of Health Professions in writing, by telephone, fax, email, in person, or anonymously.

Virginia Department of Health Professions  
6603 West Broad Street, 5<sup>th</sup> Floor  
Richmond, Virginia 23230-1712

**Telephone:** (800) 533-1560; (804) 662-9956; (804) 662-9579; (804) 662-9934; (804) 662-9902

**Fax:** (804) 662-7079

**Email:** [enfcomplaints@dhp.virginia.gov](mailto:enfcomplaints@dhp.virginia.gov)

More information and a complaint form can be found online at:

<http://www.dhp.state.va.us/enforcement/complaints.htm>