

## How to Report Improper Medical Cannabis Authorization

### For a Health Care Provider

If you believe a healthcare provider has violated state regulations when authorizing medical cannabis, reports go to the Department of Health (DOH).

You have three options for reporting your complaint against a practitioner:

**Online** - <https://doh.wa.gov/about-us/file-complaint>

**Email** - [hsqacomplaintintake@doh.wa.gov](mailto:hsqacomplaintintake@doh.wa.gov)

**Mail** - Mail a letter with complaint details to:

Washington State Department of Health  
HSQA Complaint Intake  
P.O. Box 47857 Olympia, WA 98504-7857

**Online**, select the link for a Health Care Provider, Medical Doctor/Physician Assistant, or Nurse. You will be routed to more information and a link to the online complaint form.

Complete the Online Intake to the best of your best ability. If you include your contact information, a DOH case manager will follow up with more information about the status of the complaint.

### For a Business Offering Online Medical Cannabis Authorization

If you believe a business is offering medical cannabis authorizations and not following state regulations, reports go to the Office of the Attorney General (AGO), Consumer Protection Division.

You have two options for reporting a consumer protection complaint:

**Online** - <https://www.atg.wa.gov/consumer-protection>

**Mail** - Print the complaint form and mail to:

Attorney General's Office  
Consumer Resource Center  
800 Fifth Avenue, Suite 2000  
Seattle, WA 98104

For this report, focus your complaint on the business and violations of consumer protection, rather than actions of the healthcare provider. The AGO can contact businesses for a response but cannot force the business to cooperate. The AGO will provide alternatives if their outreach is not successful.

DOH cannot provide updates on AGO complaints.

If you're unsure about how to file your complaint, please contact us!

**DOH Medical Cannabis Program**

**E-mail:** [medicalcannabis@doh.wa.gov](mailto:medicalcannabis@doh.wa.gov)

**Phone:** 360-236-4819 ext 1