



**COLLEGE OF OPTICIANS
OF ALBERTA**

COMPLAINT DECISION BRIEFING

COM-2020-007

December 5, 2022

Regarding: Maneja, Shelly, License #2566

The College of Opticians of Alberta (the College), acting on a complaint, investigated the conduct of regulated member, Shelly Maneja, and found evidence of unprofessional conduct. To minimize costs and expediate the discipline process, the College sought to resolve the complaint outside of a hearing under Section 55(2)(a.1) of the Health Professions Act (HPA) with the consent of the Complainant and the Investigated Person. Both parties agreed to a facilitated resolution, the outcomes of which are outlined below.

As part of the Agreement and Undertaking, Ms. Maneja admits to failing to be clear in her patient communications. As per the terms of the Agreement and Undertaking, Ms. Maneja acknowledges and agrees that their conduct warrants a caution and undertakes to ensure their compliance with the COA Standards of Practice and Code of Ethics going forward.

If Ms. Maneja fails to comply with the terms of the Agreement and Undertaking, the Complaints Director may treat the non-compliance as the basis for a new complaint pursuant to Section 56 of the HPA and act on the new complaint pursuant to Section 55.