



## Report a Complaint

### Do you have a complaint about a health care organization?

#### What can you do about complaints that The Joint Commission cannot help with?

- You may want to talk to the organization about your concern.
- Your state's department of health may be able to help.
- What information do you need to include in the complaint?
- The name and address of the organization.
- Tell us about your concern in one or two pages.
- Give us your name, address or e-mail address if you would like follow-up information sent to you.

#### How do you file a complaint?

Online: [Submit a new complaint](#) | [Submit an update to a complaint](#). (You must have your complaint reference number)

E-mail: [complaint@jointcommission.org](mailto:complaint@jointcommission.org)

Fax: 630-792-5636

Mail: Office of Quality and Patient Safety

The Joint Commission

One Renaissance Boulevard

Oakbrook Terrace, Illinois 60181

#### What happens to your complaint?

- We check for other complaints about the organization.
- We may write to the organization about your concern.
- Sometimes, we visit the organization to see if there is a problem in meeting the standards that deal with your concern.
- We will not share your name with the organization unless you say it is OK.

#### Can The Joint Commission tell you what happens with the complaint?

We can give you some information. We can tell you if we:

- Have other complaints about the organization
- Wrote to the organization about your concern
- Visited the organization
- Asked them to make improvements
- Changed our decision to accredit the organization

We can give you a list of the standards that deal with your concern. For example, concerns about dirty equipment are covered in the "Infection Prevention and Control" standards. For more information Call 1-800-994-6610.

***Any staffing firm employee or independent contractor who has concerns about the quality and safety of patient care provided by the staffing firm's employees or independent contractors can report these concerns to The Joint Commission without retaliatory action from the staffing firm.***

