



COMPLAINT PROCESS

INFORMING PATIENTS OF THE COMPLAINT PROCESS

Organizations using CIHQ accreditation for deemed-status purposes must inform patients, or their surrogate decision-maker, of the right to file complaints regarding quality of care concerns or safety issues to CIHQ. The patient / surrogate decision-maker is not required to notify the organization prior to filing the complaint.

Information on how to contact CIHQ to file a complaint must be provided as follows:

By Phone

(866) 324-5080

By Fax

(805) 934-8588

By Mail

Center for Improvement in Healthcare Quality

P.O. Box 848

Round Rock, TX 78680

ATTN: Executive Director

By E-mail

complaint@cihq.org

In-Person by Appointment

Contact the Executive Director of CIHQ at (866) 324-5080 for instructions.

This information must be posted on the organization's website (if there is one), and in registration areas at all of the organizations sites of care (both inpatient and outpatient).