



## 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 3620

McKinney, TX 75070

ATTN: Executive Director

#### By E-mail

[complaint@cihq.org](mailto: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).