



## **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 decisionmaker 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 1540  
Mexia, TX 76667-1540  
Attn: Chief Executive Officer

#### 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 organization's sites of care (both inpatient and outpatient).