



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:

Online

<https://cihq.org/complaint>

Mail

Center for Improvement in Healthcare Quality

P.O. Box 3620

McKinney, TX

75070

Attn: Chief Executive Officer

Phone

512-661-2813

Fax

805-934-8588