

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



## **What is The Joint Commission?**

The Joint Commission “accredits” health care organizations, such as hospitals. We visit organizations to make sure they meet our standards of care. Organizations that meet our standards are accredited for three years. After three years, we go back to the organization to make sure it still meets our standards.

## **What do you need to know before making a complaint?**

The Joint Commission cannot help with all complaints. We do not:

- Take complaints about organizations that we do not accredit.
- Deal with billing, insurance or employment problems. These are not covered by our standards.

## **The Joint Commission cannot find out what went wrong with a patient’s care.**

- We will not be able to tell you if a patient’s care was poor.
- We cannot determine wrong doing.
- We do not settle differences between a patient and an 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.

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



## How do you file a complaint?



**Online:** [http://www.jointcommission.org/report\\_a\\_complaint.aspx](http://www.jointcommission.org/report_a_complaint.aspx)



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



**Fax:** 630-792-5636



**Mail:** Office of Quality Monitoring  
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**