



YOUR RIGHTS AS A PATIENT WITH REGARD TO COMPLAINTS AND GRIEVANCES

The most important thing you can do is to let us know about your concerns right away. Any of our employees will do his/her best to help. If that does not meet your needs, ask to speak to the Administrator. Let them know exactly what the problem is and how they can help.

If you are still not satisfied, you may file a grievance. Ask any employee for information explaining how to file a grievance. After filing a grievance, you will receive a written response within 30 days that includes:

- Name of a contact person
- Steps taken to investigate your grievance
- Decision of the center
- Results of the grievance and the date of completion

Additional Notices Regarding Complaints: The Bureau of Community and Health Systems (BCHS) accepts and processes complaints against various state licensed and federally certified health facilities, agencies, and programs.

Department of Licensing & Regulatory Affairs Bureau of Community and Health Systems (BCHS)
Health Facility Complaints
PO Box 30664
Lansing, MI 48909
Complaint Hotline: 800-882-6006
Fax: 517-335-7167
Email: BCHS-Complaints@michigan.gov

The Bureau of Community and Health Systems (BCHS) also handles complaints against licensed health professionals including physicians and nurses.

Department of Licensing & Regulatory Affairs
Freedom of Information Coordinator
BPL/Legal Affairs Division
P.O. Box 30670
Lansing MI 48909-8170
Call: 517-373-9196
Fax: 517-241-2635

Other Resources:

The Joint Commission
E-mail: complaint@jointcommission.org
Call: 1-800-994-6610
Fax: 630-792-5636
Mail: Office of Quality Monitoring
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, Illinois 60181

Centers for Medicare & Medicaid (CMS)
Website: www.cms.gov
Find Form: CMS-10287 (11/15)