



# PROCESS TO FILE A COMPLAINT

1. It is the mission of this organization to provide care that we would wish for our loved ones and ourselves.
2. We welcome suggestions, complaints as well as appreciation.
3. Your feedback is important to help us improve patient care and our environment.
4. You may express a complaint to any staff member, physician or manager.
5. You will be assigned a patient care advocate to investigate the complaint and attempt to rectify issues.
6. If the issue is not resolved to your satisfaction, the Board of Directors reviews the complaint and attempts to rectify the issue.
7. If you are still not satisfied, you may file a complaint with the follow agencies:
  - Colorado Department of Public Health and Environment  
4300 Cherry Creek Drive South, Denver, CO 80222-1530  
Telephone: 303 692 2827
  - The Office for Civil Rights  
Department of Health and Human Services  
999 18th Street, South Terrace, Suite 417, Denver, CO 80202  
Telephone: 303 844 2024 or TDD 303 844 3439 and Fax: 303 844 2025
  - Division of Accreditation Operations, Office of Quality Monitoring  
The Joint Commission  
One Renaissance Boulevard, Oakbrook Terrace, IL 60181  
Telephone: 800 994 6610 or 630 792 5276 and Fax: 630 792 4276

You also have the right to file a complaint with the Colorado Board of Medical Examiners, the State Board of Dental Examiners, the Colorado Podiatry Board and the Colorado Department of Regulatory Agencies if you have concerns with your physician, dental or podiatric patient care services, excluding fee disputes.

- Colorado Department of Regulatory Agencies  
1560 Broadway Avenue, Suite 110, Denver, CO 80202  
Telephone: 303 894 7855 or toll free: 800 886 7675
- Center for Medicare and Medicaid Services Ombudsman  
Telephone: 800 MEDICARE (ask representative to direct your call to Medicare Ombudsman)  
Website: [www.medicare.gov/contacts](http://www.medicare.gov/contacts) for local SHIP contact  
TTY users should call 877 486 2048