

# Report a complaint about a Health Care Organization

The Joint Commission encourages anyone who has concerns or complaints about the safety and quality of care to bring those concerns or complaints first to the attention of the health care organization's leaders, which will often lead to more immediate resolution of the matter.

If you have a complaint about the quality of care at a Joint Commission-accredited health care organization that has not been resolved by the health care organization's leaders, The Joint Commission wants to know about it.

Matters concerning billing, insurance, payment disputes, individual personnel or labor relations issues are not within The Joint Commission's scope. Also, The Joint Commission does not review complaints of any kind in unaccredited organizations.

Submit your complaint online or send it to The Joint Commission by mail, fax, or e-mail. Summarize the issues in one to two pages and include the name, street address, city, and state of the health care organization.

When submitting a complaint to The Joint Commission about an accredited organization, you may either provide your name and contact information or submit your complaint anonymously. Providing your name and contact information enables The Joint Commission to inform you about the actions taken in response to your complaint, and also to contact you should additional information be needed. It is The Joint Commission's policy to treat your name as confidential information and not to disclose it to any other party. However, it may be necessary to share the complaint with the subject organization in the course of a complaint investigation.

The Joint Commission policy forbids accredited organizations from taking retaliatory actions against employees for having reported quality of care concerns to The Joint Commission.

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

Fax: Office of Quality Monitoring (630) 792-5636

Mail: Office of Quality Monitoring  
The Joint Commission  
One Renaissance Boulevard  
Oakbrook Terrace, IL 60181

If you have questions about how to file your complaint, you may contact the Joint Commission at this toll free U.S. telephone number, 8:30 to 5 p.m., Central Time, weekdays: (800) 994-6610