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 decision maker 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 1540
Mexia, TX 76667-1540
Attn: Chief Executive Officer

Phone
512-661-2813

This information must be posted on the organization's website (if there is one), and in registration areas at all of the organization's sites of care (both inpatient and outpatient).