

## *The Joint Commission's Complaint Process*

The Joint Commission encourages anyone who has concerns or complaints about safety and quality of care to bring those concerns or complaints first to the attention of the health care organization's leaders. That will often lead to more immediate resolution of the matter. However, if an individual wishes, the complaint may be reported to the Joint Commission.

Report complaints to the Joint Commission on-line,  
by e-mail, fax or regular mail.

ON-LINE:

[www.jointcommission.org/GeneralPublic/Complaint](http://www.jointcommission.org/GeneralPublic/Complaint)

E-MAIL: [complaint@jcaho.org](mailto:complaint@jcaho.org)

FAX: Office of Quality Monitoring, (630) 792 – 5636

Tel #: 1- 800 - 994 – 6610

MAIL: Office of Quality Monitoring

The Joint Commission

One Renaissance Blvd.

Oakbrook Terrace, IL, 60181

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

