

The Joint Commission's Complaint Process

The Joint Commission uses information from a variety of sources to strengthen its oversight activities and improve the quality and safety of care in the health care organizations it accredits and certifies. Information about health care organizations often comes in the form of complaints from patients, their families, government agencies, the public, as well as from an organization's own staff, and information from the media.

How to Report a complaint:

Report complaints to The Joint Commission
online, by e-mail, fax or regular mail

On-line: www.jointcommission.org/GeneralPublic/Complaints

E-mail: complaint@jointcommission.org

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

Mail: Office of Quality Monitoring
The Joint Commission
One Renaissance Blvd.
Oakbrook Terrace, IL, 606181

Summarize the issue in no more than two pages and provide the name, street address, city and state of the accredited health care organization. For more information, call The Joint Commission's toll free complaint hot line, (800) 994-6610, 8:30 a.m. to 5 p.m., Central Time, weekdays