

## REPORTS TO THE JOINT COMMISSION

If you have a complaint about the quality of care provided by La Hacienda, La Hacienda's Solutions or La Hacienda in College Station, the Joint Commission would like to know about it. Send them your complaint online, by mail, fax or email. Summarize the issue in one or two pages and include the name and address of the La Hacienda facility.

When submitting a complaint to the Joint Commission, you may either provide your name and contact information or submit it anonymously. Providing your name and contact information will enable them to inform you about the actions taken in response to your complaint, and also to contact you should additional information be needed.

The Joint Commission will treat your name as confidential information and will not disclose it to any other party. However, it may be necessary to share the complaint with the subject facility in the course of the 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.

Online: [http://www.jointcommission.org/report\\_a\\_complaint.aspx](http://www.jointcommission.org/report_a_complaint.aspx)  
E-mail: [complaint@jointcommission.org](mailto:complaint@jointcommission.org)  
Fax: 630-792-5636  
Mail: Office of Quality Monitoring  
The Joint Commission  
One Renaissance Boulevard  
Oakbrook Terrace, Illinois 60181

If you have any questions about how to file your complaint, you may contact the Joint Commission at this toll free U.S. telephone number, 8:30 a.m. to 5 p.m., Central time weekdays: 800-995-6610