

REPORTS TO THE JOINT COMMISSION ON ACCREDITATION OF HEALTHCARE ORGANIZATIONS

Do you have a complaint about the quality of care at a Joint Commission-accredited health care organization? The Joint Commission wants to know about it. Send us your complaint 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 our 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.

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@jcaho.org
Fax: Office of Quality Monitoring
(630) 792-5636
[Print a Quality Incident Report Form](#)
Mail: Office of Quality Monitoring
Joint Commission on Accreditation of Healthcare
Organizations
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
[Print a Quality Incident Report Form](#)

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