



Champaign County Health Care Consumers

44 East Main Street, Suite #208 • Champaign, IL 61820

Phone = (217) 352-6533 Email = cchcc@healthcareconsumers.org

Web = www.healthcareconsumers.org

Grassroots organizing for health care justice since 1977!

How to File a Complaint

You may find yourself in a situation in which you feel you have been wronged. When this happens, it is within your rights to file a formal complaint against the offending medical practitioner, hospital, health facility, or insurance company. Here are some steps to follow to file a complaint:

- Select the proper agency to complain to (accompanying list)
- Put your complaint in writing (see below for sample letter)
- Include the name of the offending party (doctor, hospital, etc.)
- Describe what your complaint is
- Tell where the incident occurred
- Give the date and time it occurred
- Include statements from witnesses, if any
- Include copies of bills and other related items
- Be willing and able to provide additional information if requested

Sample Complaint Letter

Dear (Commissioner/Secretary/Director/Chairperson):

I am writing to you to file a formal complaint against (name of person, institution, or organization) about an incident in which I believe I was wronged. I am requesting that an appropriate review and investigation be completed. I am prepared to provide the necessary documentation to support my complaint and to cooperate fully with the investigating officer assigned to my case.

I will briefly describe what happened and why I believe I am justified in filing this complaint. [Here, list exactly what happened.]

I will be waiting your reply and will complete any additional forms if necessary.

Your assistance in this matter is greatly appreciated.

Sincerely,

[Your Name]

Agencies that Handle Complaints

The following list outlines how to file a complaint based on whom or what the complaint is against. CCHCC has additional self-help packets for more assistance on how to file a complaint and additional information on the agencies listed below, including complaint forms and detailed descriptions of what each agency handles.

<u>Complaint Against</u>	<u>Where to File</u>	<u>How to File</u>
Licensed Professionals	Department of Financial and Professional Regulation *You can file a complaint by email.	Phone: (312) 814-6910 100 West Randolph Street Chicago, IL 60601 http://www.idfpr.com
Health Maintenance Organizations (HMOs)	1) HMO's Complaint Procedure 2) If not satisfied, Illinois Department of Insurance	Contact HMO for Complaint Procedure Phone: (877) 527-9431 www.state.il.us/ins
Health Care Facilities	Office of Health Care Regulation	Phone: (800) 252-4343
Insurance Companies	1) Insurance Company's Complaint Procedure 2) If not satisfied, contact the IL Department of Insurance	Contact Insurance Company for Complaint Procedure Phone: (217) 782-7446 Consumer Complaints 320 West Washington Street Springfield, IL 62767
Quality of Care (i.e. patient rights, safety, care of patients)	Joint Commission on Accreditation of Healthcare Organizations	Phone: (800) 994-6610 Fax: (630) 792-5636 Office of Quality Monitoring One Renaissance Boulevard Oakbrook Terrace, IL 60181
Other (i.e. billing disputes, problems with access to care)	Attorney General's Health Care Bureau	(877) 305-5145 TTY: (800) 964-3013