



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
If you are complaining about the quality of care received at Carle	Det Norstre Veritas (DNV) Healthcare, Inc.	Phone: (866) 523-6842 Hospital Complaint DNV Healthcare, Inc. 400 Techne Center Dr. Suite 100 Milford, OH 45150-2792
Other (i.e. billing disputes, problems with access to care)	Attorney General's Health Care Bureau	(877) 305-5145 TTY: (800) 964-3013

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