

Quality of Care Complaints and Concerns

Information for Nurses and Community Members on Reporting Complaints and Concerns Regarding Quality of Care, Patient Health and Safety, and Unsafe Staffing at Hospitals

This fact sheet is written by the Champaign County Health Care Consumers (CCHCC) in response to nurses and community members who have asked where they can report quality of care complaints about hospitals. CCHCC advises anyone who has a quality of care complaint or concern to report that complaint or concern to the hospital first, in order for them to take immediate action to correct the situation. However, whether or not you report the complaint to the hospital administration, you still have the right to turn to the Illinois Department of Public Health (IDPH). Ongoing situations that compromise patient or staff health and safety should be reported to the IDPH. This fact sheet answers questions and explains how to make reports to the IDPH.

Who can report Quality of Care complaints and concerns?

Patients and their family members can make reports, as well as nurses or other hospital staff members.

To whom can one report complaints and concerns?

Reports can be made to the Illinois Department of Public Health, which regulates quality of care at health care facilities such as hospitals.

The Illinois Department of Public Health (IDPH) has a special Hotline set up to receive complaints.

The phone number for the IDPH's Hotline is 1-800-252-4343.

What if I'm concerned about keeping my identity anonymous? Can I still report a concern or complaint?

Yes. Callers can remain anonymous when calling to complain, but then they will not be able to find out the result of the investigation regarding their complaint.

How quickly are complaints investigated?

If it is a life or death situation, an investigation will take place within 24 hours. If it a neglect or abuse situation, the investigation will take place within 7 days. Other complaints involving improper care or situations that are not as severe will be investigated within 30 days.

For more information, please contact:

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