In addition to regulatory compliance inspections, the OLC investigates consumer complaints regarding the health care services received at the facilities and services it licenses or certifies: nursing facilities, inpatient and outpatient hospitals, abortion facilities, home care organizations, hospice programs, dialysis facilities, clinical laboratories, and managed care organizations. If the concerns relate to the provision of health care services and occurred in the past twelve months, an investigation is conducted and complainants receive notice of the results of that investigation. If the concerns are not found to be a violation of applicable law or regulation, complainants are informed of available options. Please note that OLC's oversight authority does not extend to provider fees, charges, or billing practices.

Please be as thorough as possible when completing this form.

You may complete this form electronically or by hand. Please print legibly when completing the form by hand. To send this form electronically, type the information directly on the form, save it to your hard drive, then email or fax the completed form to the OLC Complaint Unit. Completed forms can also be mailed to the Complaint Unit.

|  |
| --- |
| **Section 1. Person Filling Out the Complaint Form** |
| Name (First and last): |
| Address: |
| City: | State: | Zip Code: |
| Email address: |
| Work Telephone Number:( ) | Home Telephone Number:( ) | Cell Telephone Number:( ) |
| **Section 2. Provider or Facility Information** |
| Provider or Facility Name: |
| Address: |
| City:  | State: | Zip Code: |
| Telephone Number: ( )  |
| **Section 3. Patient Information** |
| Patient Name (first and last): |
| Date of Birth: \_\_\_\_\_ / \_\_\_\_\_ /\_\_\_\_\_\_\_ | Telephone Number:( ) |
| Your relationship to the patient: |

**Page 1 of 3**

**Revised: 01/18/2024**

|  |
| --- |
| **Section 4. Complaint Information** |
|  |

|  |
| --- |
| **Section 5. Reporting of the Complaint** |
| Have you notified the provider or facility of your concern? [ ] Yes [ ] NoIf yes, please complete the sections below |
| Name and title of the staff person to whom the complaint was reported:Name (first and last): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| What was the facility’s response? |
| Did you report this complaint to any other agency? \* [ ] Yes [ ] No |
| Agency or Organization: |
| Name and title of the staff person to whom the complaint was reported:Name (first and last): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| What was the agency’s response? |

**\*Examples include but are not limited to Adult Protective Services, the Virginia Department of Health Professions, or an attorney.**

**Page 2 of 3**

**Revised: 01/18/2024**

|  |  |
| --- | --- |
| **Please return completed report to:**Complaint UnitOffice of Licensure and Certification Virginia Department of Health 9960 Mayland Drive, Ste. 401Henrico, VA 23233-1463Fax Number: 1-804-527-4503Hot Line Number: 1-800-955-1819 Metro Richmond: (804) 367-2106OLC-Complaints@vdh.virginia.gov | Whenever the OLC conducts inspections and investigations in response to complaints received from the public, the identity of the complainant and the identity of any patient who is the subject of the complaint, or identified therein, shall be treated as confidential and shall not be open to inspection by members of the public. Identities of the complainant and patient who is the subject of the complaint shall be revealed only if a court order so requires. Nothing contained herein shall prevent the OLC, at its discretion, from disclosing to the facility or service provider the nature of the complaint or the identity of the patient who is the subject of the complaint. Nothing contained herein shall prevent the OLC or its employees from making reports under §63.2-1603 et. seq. of the Code of Virginia.(Ref. §32.1-127.1:03 of the Code of Virginia) I have read and understand the above.Name Date |

**Page 3 of 3**

**Revised: 01/18/2024**