

Reporting Concerns or Complaints

Our Commitment to You

We know caring for a child with special medical needs can be stressful at times. We hope we lessen some of that stress by giving you high quality service. Please tell us if we fall short of this goal. Your feedback helps us improve our service.

For concerns or complaints about our services, you can:

- Stop by our office at 2800 Cleveland Avenue North, Roseville, Minnesota.
- Call us and ask to talk with a Senior Vice President or the President.
- Write us a letter, send a fax or email to a Senior Vice President or the President.

NOTE! Go to the *CONTACT US* tab on our website for email and contact information.

Our Promise to You

We promise to

- Review your concern or complaint within five calendar days.
- Send you a response about your concern or complaint.
- Keep your concern or complaint private.
- Not punish you or the patient for any concern or complaint you express.

Other Resources for Your Concerns or Complaints

Feel free to contact any of the resources below if you are uncomfortable sharing your concerns or complaints with us.

The Joint Commission

1-800-994-6610

www.jointcommission.org

Office of Quality and Patient Safety

The Joint Commission

One Renaissance Blvd.

Oakbrook Terrace, IL 60181

Office of Health Facility Complaints

651-201-4201 or 1-800-369-7994

Minnesota Department of Health, Office of Health Facility Complaints

85 East Seventh Place

P.O. Box 64882

St. Paul, MN 55164-0882

Ombudsman for Long-Term Care

651-431-2555 or 1-800-657-3591

Office of Ombudsman for Long-Term Care

P.O. Box 64971

St. Paul, MN 55164-0971