**Complaints and Compliments**

We want you to be satisfied with our care and welcome your comments about our services as they help us improve our processes.

If you experience problems with our services or we have not met your expectations, please let us know:

 Speak directly with the person involved if you are comfortable doing so. He/She will listen and develop a plan with you for addressing your concern.

 If you do not feel satisfied, or you do not feel you can discuss your problem or concern with the person involved, please contact a home health supervisor. He/She will ask for details and help resolve it. You can reach a supervisor at (866) 978-3555.

If you have safety, or quality of care concerns, you may report these directly to:

The Joint Commission Complaint Hotline: phone 1-800-994-6610, fax 630-792-

5636, email patientsafetyreport@jointcommission.org

California’s Home Health Agency Hotline: 866-247 -9100.

The Physical Therapy Board of California: phone 1-800-832-2251, web site [www.ptbc.ca.gov](http://www.ptbc.ca.gov)