

**Michigan Department of Licensing and Regulatory Affairs
BUREAU OF HEALTH SYSTEMS, COMPLAINT INVESTIGATION UNIT**

RESIDENT/PATIENT CARE COMPLAINT FORM

Print clearly or type information on all sections of this form. Call 1-800-882-6006 if you need help completing the form.

RESIDENT INFORMATION											
Resident/Patient Name						Birthdate					
Date Admitted		Room #		Discharge Date (if no longer in facility)							
Guardian/Resident Representative				Daytime/Work Phone #			Evening Phone #				
FACILITY INFORMATION (Check Type)											
<input type="checkbox"/>	ASC	<input type="checkbox"/>	EMS	<input type="checkbox"/>	FS-ASC	<input type="checkbox"/>	HOSP	<input type="checkbox"/>	OPT	<input type="checkbox"/>	RS
<input type="checkbox"/>	CMCF	<input type="checkbox"/>	ESRD	<input type="checkbox"/>	HHA	<input type="checkbox"/>	HSPC	<input type="checkbox"/>	PSYCH HOSP	<input type="checkbox"/>	X-RAY
<input type="checkbox"/>	CORF	<input type="checkbox"/>	FSOF	<input type="checkbox"/>	HLTU	<input type="checkbox"/>	NH	<input type="checkbox"/>	RHC	<input type="checkbox"/>	
Facility Name											
Facility Street Address				City		State MI		Zip Code			
INFORMATION ABOUT PERSON FILING THE COMPLAINT											
Your Name (if not resident)				Daytime/Work Phone #			Evening Phone #				
Street Address				City			State		Zip Code		
Contact Person (if different)				Daytime/Work Phone #			Evening Phone #				
E-mail Address											
INFORMATION ABOUT YOUR COMPLAINT											
Date of problem or incident:				Time				AM		PM	
<p>The Department will not disclose the name of a complainant or the resident named in the complaint during a nursing home investigation without written consent. However, the investigation can proceed more quickly if the complaint can be discussed at the time of the investigation.</p>											

Other agencies that help citizens with complaints are:

The State Long-Term Care Ombudsman

State long-term care ombudsman will help identify, investigate and help resolve complaints of residents of licensed long-term care facilities through its network of local ombudsmen.

Call: 1-866-485-9393 (toll-free)

<http://www.elderslaw.org/>

Department of Attorney General (AG)

The Attorney General investigates elder abuse and Medicaid fraud.

Call: 1-800-242-2873 or file a complaint online at

<http://www.michigan.gov/ag/>

Michigan Protection & Advocacy Service (MPAS)

MPAS can tell you who you should call to report abuse/neglect, help you file a complaint, or investigate an abuse/neglect allegation.

Call: 1-800-288-5923 or (517) 487-1755

<http://www.mpas.org/>

Citizens for Better Care (CBC)

CBC is an advocacy group for nursing home residents and families.

Call: Detroit 1-800-833-9548

<http://www.cbcmi.org>