

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

**NURSING HOME 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.**

<b>RESIDENT INFORMATION</b>					
<b>Resident/Patient Name</b>				<b>Birth Date/Age</b>	
<b>Date Admitted</b>	<b>Room #</b>	<b>Discharge Date (if no longer in facility)</b>			
<b>Guardian/Resident Representative</b>		<b>Daytime/Work Phone #</b>		<b>Evening Phone #</b>	
<b>FACILITY INFORMATION</b>					
<b>Facility Name</b>					
<b>Facility Street Address</b>			<b>City</b>	<b>State</b> MI	<b>Zip Code</b>
<b>INFORMATION ABOUT PERSON FILING THE COMPLAINT</b>					
<b>Your Name (if not resident)</b>		<b>Daytime/Work Phone #</b>		<b>Evening Phone #</b>	
<b>Street Address</b>			<b>City</b>	<b>State</b>	<b>Zip Code</b>
<b>E-mail Address</b>					
<b>INFORMATION ABOUT YOUR COMPLAINT</b>					
<b>Date of problem or incident:</b>			<b>Time</b>	<b>AM</b>	<b>PM</b>
<b>Do you give permission for the resident's name to be released to discuss the complaint?</b>				<b>Yes</b>	<b>No</b>
<b>What is the complaint about? Attach additional sheets if necessary.</b>					
<b>No. of pages attached: (     )</b>					
<b>Your Signature:</b>				<b>Date Signed:</b>	

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All nursing homes are required to post the name, title, location, and telephone number of an individual in the nursing home who is responsible for receiving complaints and conducting complaint investigations. Someone in the nursing home should be on duty 24 hours a day, 7 days a week to respond to complaints. You may wish to contact the facility representative or administrator before filing this complaint.

Sign this form when completed and submit it to the Bureau of Health Systems by mail or fax to:

**Michigan Department of Licensing and Regulatory Affairs  
Bureau of Health Systems, Complaint Investigation Unit  
P.O. Box 30664, Lansing, MI 48909  
Fax # (517) 241-0093**

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)

**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/>