

# A CITIZEN'S GUIDE TO FILING A COMPLAINT AGAINST A LICENSED PSYCHIATRIC HOSPITAL OR PSYCHIATRIC UNIT

Michigan Department of Licensing and Regulatory Affairs  
Health Care Services – Health Facilities Division

A complaint that a licensed psychiatric hospital/unit failed to deliver services as required by federal and state laws may be reported by:

Calling the toll-free CMS Complaint Hotline at 800-882-6006 (or with questions)

Submitting the BCHS Online Complaint Form on the Internet at <http://www.michigan.gov/LARA>: click the following buttons in left-hand column: 1) COMMUNITY AND HEALTH SYSTEMS 2) FILE A COMPLAINT 3) HEALTH AGENCIES AND FACILITIES

Submitting a letter or completed BCHS Resident/Patient Care Complaint Form (available at the above internet address, #2) with at least the following required complaint information:

- Complainant's name, address, and telephone number
- Facility's name and location
- Resident/patient name and location
- Nature of complaint
- Date of incident

Mail written complaints to:

LARA - Bureau of Community and Health Systems  
Psychiatric Programs  
611 W. Ottawa, 1st Floor  
PO Box 30664  
Lansing, MI 48909

