



LOMA LINDA UNIVERSITY  
MEDICAL CENTER

## PATIENT COMPLAINT/GRIEVANCE NOTICE

If there is a problem or you or your representative has a complaint about any part of your care while you are an inpatient, outpatient or released/discharged patient, we are here to help you. We encourage you to do the following:

1. Ask to speak to the supervisor in charge.
2. If the problem is not resolved, or if you do not wish to speak with a supervisor about the problem, you may write or call the Patient Relations Department and ask to speak to an Administrative Patient Representative.

**Administrative Patient Representative**  
**Patient Relations Department**  
**11234 Anderson Street, Room 1120**  
**Loma Linda, CA 92354**  
**(909) 558-4647**  
**Email: [patientrelations@llu.edu](mailto:patientrelations@llu.edu)**  
**Fax: (909) 558-0312**

If staff in the patient care area cannot promptly resolve your complaint, your concern will be managed as a grievance. You or your representative that is filing a grievance will receive a written response within seven (7) days or as soon as practicable. The response will include: 1) the name of the hospital contact person, 2) the steps taken on behalf of the patient to investigate the grievance, 3) the results of the grievance process, and 4) the date of completion. If resolution cannot be achieved within a seven (7) day period following the filing of a grievance, you will be notified of the status of the issue and the expected resolution timeframe.

**You also have the right to file a complaint with the following organizations regardless of whether you use the LLUMC grievance process:**

- California Department of Public Health (CDPH) at 464 West 4<sup>th</sup> Street, Suite 529, San Bernardino, CA, 92401. The phone # is (800) 344-2896.
- Complaints regarding a podiatrist, physician or surgeon may go to the Medical Board of California at 1426 Howe Avenue, # 54, Sacramento, CA, 95825-3236. The phone # is (800) 633-2322.
- Complaints regarding a doctor of osteopathic medicine may go to the Osteopathic Medical Board of California at 2720 Gateway Oaks Drive, # 350, Sacramento, CA, 95833. The phone # is (916) 263-3100.
- The Joint Commission (TJC), Office of Quality Monitoring, One Renaissance Blvd, Oakbrook Terrace, IL, 60181. The phone # is (800) 994-6610.