

HOW TO FILE A COMPLAINT

During the course of your transfer of care/transport, if you feel that you received care or treatment that did not meet standards or was unacceptable in any way, you have access to a complaint process.

PHYSICIANS

Please visit the website for more detailed information.

<http://www.tmb.state.tx.us/consumers/complain/complain.php>

Complaint Hotline: 1-800-201-9353

Mail complaints to the following address. Forms may be obtained on-line.

Texas State Board of Medical Examiners
Investigations Department, MC-263
P.O. Box 2018
Austin, TX 78768-2018

HOSPITALS

Please visit the website for more detailed information.

http://www.dshs.state.tx.us/HFP/complain_HFlicensing.shtm

Mailing address:

Health Facility Compliance Group/MC 1979
Texas Department of State Health Services
1100 West 49th Street
Austin, TX 78756

Fax:(512) 834-6653

Email: Health Facility Complaints

Complaint hotline: (888) 973-0022