

**Valley Oaks Health
Patient Grievance and Ombudsman Summary**

A grievance is any concern, complaint or issue you have regarding:

- Care or treatment
- Interactions with staff
- Access to services or facilities
- Privacy or Confidentiality of your personal health information

You may submit a grievance through any of these methods:

In person

By mail: Send a letter to:

Grievance Department/Ombudsman
415 N 26th Street Suite 305
Lafayette IN 47904

By email: customerservice@valleyoaks.org

By phone: Call our Ombudsman at 765-446-6538

Please be sure to include

- Your name and contact information
- Description of your concern
- Dates, locations or staff involved (if known)

Our Ombudsman helps patients by ensuring your concerns are reviewed in a timely manner and is handled by the appropriate personnel. They ensure your complaint is considered and addressed fairly. Grievances are typically acknowledged within 1-3 business days. You will receive a response after the grievance is reviewed. Certain complaints may require additional time due to complexity; you will be informed if this is the case.

Patient Rights

- You have the right to submit a grievance without fear of retaliation.
- You have the right to receive information about the grievance process and expected resolution.
- If your grievance involves your health record, your rights under HIPAA to access and amend your records apply.

For questions or help with the grievance process, contact:

Valley Oaks Health Ombudsman
765-446-6538
customerservice@valleyoaks.org