Consumer Complaints, Health Care

Age Requirements

No Age Requirement

Available 24/7

No

Family

No

Intake Contact Email

OLC-Complaints@vdh.virginia.gov

Intake Process

Call the Complaint Unit

Provider Refer

Yes

Qualifications

Qualification Type

Licensure

Qualification Entity

Virginia Department of Health

Report Problems

Call the Agency

Self Refer

Yes

Virginia Department of Health

http://www.vdh.virginia.gov/

https://www.oag.state.va.us/consumer-protection/index.php/file-a-complaint

https://www.facebook.com/VDHgov

Main

(804) 367-2106

Toll-Free

(800) 955-1819

9960 Mayland Drive

Suite 401

23233 VA

United States

Monday: 8:30 am-5:00 pm
Tuesday: 8:30 am-5:00 pm
Wednesday: 8:30 am-5:00 pm
Thursday: 8:30 am-5:00 pm
Friday: 8:30 am-5:00 pm
Saturday: Closed
Sunday: Closed
Fee Structure
No Fee
Languages Spoken
English

The Center for Quality Health Care Services and Consumer Protection conducts on-site inspections of healthcare facilities (nursing homes, hospitals, etc.) in Virginia, and enforces State licensed regulations.

The department is the place to file a complaint against a nursing home, hospital, home care organization, or hospice, as well as managed care health insurance plans (MCHIPS). For more information about how to file a complaint, call the Complaint Unit.

Complaints may be submitted in writing, by telephone, fax, or in person, or anonymously. There are some issues, like fees for services, that this agency does not regulate. It does regulate the quality of patient care, as governed by state and federal regulations, for licensed medical facilities and federal Medicare/Medicaid facilities.

If your complaint falls under another agency, the Department will put you in touch with them. Call the complaint hotline at 1-800-955-1819.

Service Area(s)
Statewide