



# Nursing Home Complaints

May be reported to:

## Office of Health Care Quality (OHCQ)

7120 Samuel Morse Drive, Second Floor, Columbia, MD 21046-3422

410-402-8108 or Toll Free 877-402-8219

Fax: 410-402-8234

Website: <https://health.maryland.gov/ohcq>

TTY Line for Hearing Impaired: 800-735-2258

or

## Long Term Care Ombudsman

301 West Preston Street, Baltimore, MD 21201

410-767-1100

**Local Ombudsman** at \_\_\_\_\_

### Complaint Procedure For Residents

1. A resident, the resident's representative or an interested individual may present complaints to: (a) The nursing facility administration, (b) the nursing facility staff, (c) Office of the State Long-Term Care Ombudsman, (d) The Maryland Department of Health or (e) Other persons or group;
2. A complaint may be made to the nursing facility in person, orally or in writing, by telephone or by mail and may be reported anonymously;
3. A nursing facility may not request the signature of the resident or, when applicable, the resident's representative or an interested individual on a complaint;
4. If a complaint is presented to a nursing facility, the nursing facility shall investigate within 30 days of the allegations made in the complaint and advise the complainant of the action the nursing facility is taking to resolve the complaint;
5. A nursing facility shall send to the Office and the Department a copy of any complaint that a complainant indicates has not been resolved to the satisfaction of the complainant;
6. A nursing facility shall maintain a permanent record for inspection by the Office or the Department of all complaints concerning the nursing facility;
7. A complainant may request a hearing from the Department within 30 days of receiving the facility's response to the complaint or within 60 days of filing the complaint, whichever is earlier; and
8. The facility administrator and staff may not retaliate against you for making a complaint.

Revised November 2019