

To File a Nursing Home Complaint

If you have a complaint about the care of a resident in a nursing home in Alabama, the Alabama Department of Public Health, Bureau of Health Provider Standards has made available to you ways to file a complaint with the Alabama State Survey Agency. The Alabama State Survey Agency is the agency that has regulatory responsibility for all nursing homes in the state.

Some reasons for filing a complaint would be abuse, neglect, poor care, not enough staff, unsafe or unsanitary conditions, dietary problems, or mistreatment. You may file a complaint with the Alabama State Survey Agency by any means, listed below, that are available to you.

- Call the ElderCare hotline at **1-800-356-9596** to file a complaint
- E-mail us at: NHComplaints@adph.state.al.us
- Write a letter of complaint addressed to:

Alabama Department of Public Health
Bureau of Health Provider Standards
201 Monroe Street, Suite 700
Montgomery, AL 36130-3017
ATTN: Complaint Unit