

How to File a Complaint

File a Complaint about a FACILITY

The Center for Health Care Quality's (CHCQ) Licensing and Certification Program is responsible for regulatory oversight of licensed and certified health care facilities and of certain types of health care professionals. CHCQ also investigates consumer complaints against the facilities and professionals within our purview. *In response to COVID-19, CHCQ is prioritizing issues related to patient care or infection control.*

Anyone can file a complaint against a health-care facility -- a patient or facility resident, a relative or friend, staff member, patient advocate, even a general member of the public.

Online

Filing a complaint through the [California Health Facilities Information Database \(Cal Health Find\)](#) is the most direct way. You file the complaint and it is routed directly to the district office that has oversight authority for the facility in question.

Phone, Fax, or Mail

Draft your own letter or print out our [form \(PDF\)](#) and mail or fax it in to the [district office](#). You can also make a complaint via telephone by contacting the district office that has oversight of the facility in question. Consult the [District Office directory](#) to find the counties for which each district office has oversight. You may also file your complaint on-line through [Cal Health Find](#) by searching for the facility and selecting 'File a Complaint'.

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File a Complaint about a STAFF MEMBER

The Investigation Section of CHCQ's Professional Certification Branch (PCB) investigates complaints against the health-care facility professionals that we license or certify. The section's information page, "[How to Report Misconduct or Abuse](#)," details PCB's complaint processes and other frequently asked questions.

Contact information to submit complaints against certified nursing assistants, hemodialysis technicians, and home health aides is below. Complete our [complaint form](#) or draft your own complaint and submit via email, fax, or mail. You may also file a complaint over the phone.

Phone

Message Center:
(916) 492-8232
(calls returned by next business day)
Main Line: (916) 445-4423
Fax: (916) 552-8788

Mail

Professional Certification Branch/
Investigations Section
PO Box 997416, MS 3303
Sacramento, CA 95899-7416
Email: cnamisconduct@cdph.ca.gov

Nursing Home Administrators (NHAs)

CHCQ's Professional Certification Branch (PCB) also investigates complaints against nursing home administrators.

Phone

Main: (916) 552-8780
Fax: (916) 552-8777

Mail

Professional Certification Branch/NHAP
Complaints
PO Box 997416, MS 3302
Sacramento, CA 95899-7416
Email: NHAP@cdph.ca.gov