Did you know you have the right to file a formal complaint if you are unsatisfied with the care or treatment you receive? Complaints are handled by different organizations within the state. Here is a handy guide to get you started.

**The Maryland Health Care Commission does NOT handle complaint requests but we can point you in the right direction!**

**Facilities, Organizations, and Programs** – If you would like to make a complaint against a facility, organization, or program, you can contact the [Office of Health Care Quality (OHCQ)](http://OHQCWebsite) within the Maryland Department of Health. OHCQ handles complaints for the following:

- Adult Medical Day Care
- Ambulatory Surgical Center
- Assisted Living Program
- Clinical Laboratory
- Developmental Disabilities
- Dialysis Center
- Home Health Agency
- Hospice
- Hospital
- Nursing Home
- Residential Service Agency
- Other

*More information about filing a complaint is available on the OHCQ website.*

**Doctors** – If you would like to make a complaint against a doctor, you can contact the [Maryland Board of Physicians](http://MarylandBoardofPhysicians).

**Nursing Home Administrators** – If you would like to make a complaint against a nursing home administrator, you can contact the [Board of Examiners of Nursing Home Administrators](http://BoardofExaminers).

**Nurses** – If you would like to make a complaint against a nurse, you can contact the [Maryland Board of Nursing](http://MarylandBoardofNursing).

**Insurance** – If you would like to make a complaint about your health insurance, you can contact the [Maryland Insurance Administration](http://MarylandInsuranceAdministration).

**Patient Billing** – If you would like to make a complaint about a health care billing issue, you can contact the [Maryland Attorney General](http://MarylandAttorneyGeneral).

The complaint process may differ for each organization. Be sure to review the websites above before you make a complaint so that you know what to expect.

**Click here to review our Patient Bill of Rights resource**

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