



COMPLAINTS CONCERNING HEALTH OR RESIDENTIAL CARE IN WISCONSIN

Wisconsin Department of Health Services / Division of Quality Assurance

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The Division of Quality Assurance (DQA) is responsible for assuring the health, safety, and welfare of persons using health and community care provider services in Wisconsin. If any individual believes that a caregiver or DQA-regulated health or residential care provider has violated state or federal laws pertaining to regulated entities, that individual has the right to file a complaint with DQA.

What types of providers are regulated by DQA?

- **Long Term Care Facilities:** Nursing homes, facilities serving people with developmental disabilities (FDDs) / intermediate care facilities for individuals with intellectual disabilities (ICF/IIDs)
- **Assisted Living Facilities:** Adult day care, adult family homes, community-based residential facilities, residential care apartment complexes
- **Other Health Care Agencies / Facilities:** Alcohol and other drug abuse (AODA) treatment programs, ambulatory surgical centers, clinical laboratories, end-stage renal dialysis units, home health agencies, hospices, hospitals, mental health treatment programs, outpatient rehabilitation, personal care agencies, pain clinics, rural health clinics

What types of complaints can I submit to DQA?

Any issues and concerns involving **quality of care or quality of life**, including, but not limited to abuse, neglect, lack of staffing, unsafe conditions, poor care, mistreatment, transfers, discharges, and caregiver misconduct.

What is a caregiver misconduct complaint?

A caregiver misconduct complaint involves a specific incident between a caregiver and a resident or patient. Such incidents include, but are not limited to:

- Abuse (hitting, slapping, verbal, mental, sexual)
- Neglect (intentional withholding of care, failure to carry out a plan of care, disregard of policy)
- Misappropriation (theft of money, jewelry, credit cards, and identity; misuse of property, such as using a client's phone without consent)

A caregiver misconduct complaint may involve any of the following types of staff:

- Non credentialed staff (nurse aides, home health aides, personal care workers, etc.)
- Credentialed staff (nurses, physicians, dentists, counselors, etc.)

How do I submit a complaint to DQA?

All DQA complaint information is available on the DQA website, [Complaints Concerning Health or Residential Care in Wisconsin](#).

You can submit a complaint to DQA in the following ways:

- **Call the toll-free complaint line at 800-642-6552.** Leave a voicemail message on the toll-free complaint line and your call will be returned by the next working day.
- **Contact the appropriate DQA Regional Office.** [Maps and contact information](#) for the appropriate regional office are available online under "How do I file a complaint?"
- **Complete the online DQA Complaint Intake Survey, F-00607.**

What is the Ombudsman Program?

The Ombudsman Program (link is external) provides advocacy services to persons age 60 and older who are consumers of Wisconsin long-term care programs. You can contact the Ombudsman Program at **800-815-0015**.