



COMPLAINTS ABOUT NURSING FACILITIES AND HOME CARE AGENCIES

You may not always be satisfied with the care you receive at your nursing facility. If you are dissatisfied with the care you have received, there are a number of ways you can file a complaint, as described below.

WHERE CAN I FILE A COMPLAINT IF MY NURSING FACILITY GIVES ME INADEQUATE MEDICAL CARE?

You can file a complaint with the **New York State Department of Health** if you experience problems with your nursing home care. You can use the nursing home complaint form at https://apps.health.ny.gov/nursing_homes/complaint_form/complain.action, or call the Nursing Home Complaint Hotline at 1-888-201-4563.

You can also call the **New York State Long-Term Care Ombudsman** at 1-855-582-6769.

WHERE CAN I FILE A COMPLAINT IF MY HOME CARE AGENCY GIVES ME INADEQUATE MEDICAL CARE?

You can file a complaint with the **New York State Department of Health** if you experience problems with your home care provided by an agency. You can call the Home Health Hotline at 1-800-628-5972, fax a complaint to 518-408-5309, email homecare@health.ny.gov, or write by mail to:

Division of Home and Community Based Services
875 Central Avenue
Albany, NY 12206

WHERE CAN I FILE A COMPLAINT IF MY CARE AGENCY DISCRIMINATES AGAINST ME?

If you experience discrimination on the basis of race, religion, color, national origin, sex, gender, or disability, you can file a complaint with the **U.S. Department of Health and Human Service's Office for Civil Rights**. More information on the HHS complaint process is available at <http://www.hhs.gov/hipaa/filing-a-complaint/index.html>.

DISABILITY RIGHTS NEW YORK CONTACT INFORMATION

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Albany, New York 12207
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Brooklyn, New York 11201
Fax: 718-797-1161

Rochester:

44 Exchange Blvd., Suite 110
Rochester, New York 14614
Fax: 585-348-9823

Mail@DRNY.org • www.DRNY.org

Toll free: 1-800-993-8982 • Voice: 518-432-7861 • TTY: 518-512-3448

DISCLAIMER:

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