



HOW TO FILE A PATIENT COMPLAINT

1. A complaint form is available from the receptionist at the practice. Any individual who wishes to report concerns regarding the services provided by the practice may obtain and submit this form to the office listed below.
2. The practice, through its Privacy Administrator, medical staff and governing body will investigate all complaints. Based on the findings, appropriate action will be taken to rectify the problem.
3. A response will be provided to the individual within sixty (60) days of receipt of the complaint.
4. If an individual feels that his/her complaint was not handled appropriately, the New York State Department of Health can be notified at (518) 402-5733.
5. If an individual feels that his/her complaint was not handled appropriately, the Federal Government can also be notified. You may contact the Department of Health and Human Services at (877) 696-6775.

PLEASE SUBMIT CLAIM FORMS TO:

University Physicians of Brooklyn, Inc.
Attention: Privacy Administrator
450 Clarkson Avenue, Box 80
Brooklyn, NY 11203