

Long Term Care Center Concerns Contacts

For LE agencies to utilize in reporting relevant information on Long Term Care Facilities/Nursing Homes

File a Complaint about a Health Care Facility

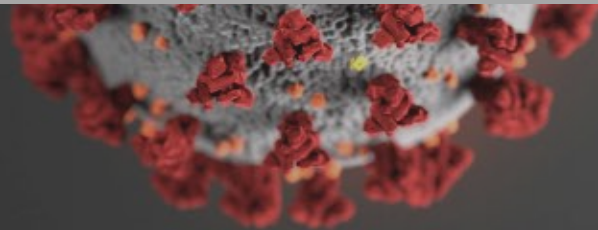
Online: The Division takes on-line complaints <https://web.doh.state.nj.us/fc/search.aspx>

OR You can file a complaint by phone if you do not want to provide your name.

By Phone

Complaint Hotline: 1-800-792-9770

The 24-hour hotline handles consumer complaints and facility emergencies seven days a week. Patients, health care facility employees and other members of the public may file complaints about hospitals, ambulatory surgery centers, home health agencies, nursing homes, assisted living facilities, comprehensive personal care homes, adult medical day care, pediatric medical day facilities, and many other licensed acute- and long-term care facilities.



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By FAX

You may choose to print and complete our Consumer Resident/Patient Complaint Report Form (AAS-60).

The FAX line operates 24-hours-a-day. A Division staff member will review your complaint during regular business hours.

When faxing, please include the following information:

- Your specific complaint
- Your name and mailing address including zip code
- Daytime phone number including area code

OR you may submit an anonymous complaint.

For Long Term Care Complaints including nursing homes and assisted living, please fax your information to 609-943-4977.

For Hospitals and outpatient facility complaints, please fax your information to 609- 943-3013.



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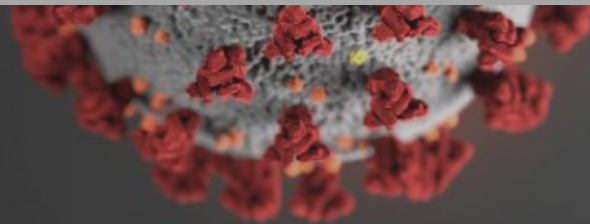
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By Mail

Please print out and Complete the Consumer Resident/Patient Complaint Report Form (AAS-60).

Mail complaints about nursing homes, assisted living, medical day care, comprehensive personal care homes, long-term care facilities, hospitals, ambulatory surgical centers, home health agencies and other ambulatory or long-term care facilities to:

New Jersey Department of Health
Division of Health Facility Survey and Field Operations
PO Box 367
Trenton, NJ 08625-0367



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Tips/Leads for OAG Investigation

Jason W. Rockwell
Deputy Director, Department of Law & Public Safety - Division of Law
New Jersey Office of the Attorney General
(973) 648-3561
Jason.Rockwell@law.njoag.gov

