*In an effort to maintain the overall credibility of the national public health accreditation process, the Public Health Accreditation Board (PHAB) uses information from various sources to monitor the sustained capacity and quality of the health departments that it accredits. Therefore, PHAB has established policies and procedures for receiving and addressing written complaints about an accredited health department. PHAB can only accept written complaints about an accredited health department that are specific to a possible lack of conformity with PHAB’s standards and measures under which the health department was accredited. PHAB cannot address complaints or disputes between individuals and health departments; complaints about health care services; social services; environmental health issues; professional licensing or practice; or any state, local or Tribal regulations. PHAB does not serve in the role of mediation between the health department and any party.*

**COMPLAINT INFORMATION**

|  |
| --- |
| *Health Department Name* |
|  |
| *Overall Complaint Summary* |
|  |
| *Accreditation Standard(s) of Concern* |
|  |
| *Complaint Outcome Sought* |
|  |
| *Documentation (attached)* |

**COMPLAINANT INFORMATION**

|  |
| --- |
| *Name* |
|  |
| *Title and Organization* |
|  |
| *Signature and Date* |
|  |

*Please send this completed form and appropriate documentation to Kaye Bender, PHAB President/CEO, at* [*kbender@phaboard.org*](mailto:kbender@phaboard.org)*.*