

NOTICE TO PATIENTS: COMPLAINT PROCESS

Patients / surrogates are encouraged to notify a staff member if a quality-of-care concern or safety issue is identified to enable us to promptly correct the issue. Seymour Hospital has a Grievance Procedure that may be initiated in the event the concern is not corrected and can be initiated by notification orally or in writing to any staff member.

- **In-Person**
- **By Mail:**
Seymour Hospital
Attn: Chief Executive Officer
200 Stadium Drive
Seymour, Texas 76380
- **By Phone:** (940) 889-5572

HOW TO FILE A COMPLAINT WITH CIHQ

Additionally, as a patient of this CIHQ Accredited Hospital, you or your surrogate decision-maker have the right to file a complaint regarding safety or the quality of care you receive.

You are not required to notify this hospital before filing a complaint with our accreditor.

If you wish to submit a concern regarding your care, you may contact the Center for Improvement in Healthcare Quality (CIHQ) through any of the following methods:

- **Online:** <https://cihq.org/complaint>
- **By Mail:**
Center for Improvement in Healthcare Quality
Attn: Chief Executive Officer
P.O. Box 1540
Mexia, TX 76667-1540
- **By Phone:** (512) 661-2813