



### **Complaint Procedure**

Any person who has compliments, patient safety issues or concerns about the care, treatment or services he/she or a loved one received at any Woods Family Practice, LLC facility, that has not been addressed by Woods Family Practice, LLC, is encouraged to contact Woods Family Practice, LLC Grievance at 262-444-3608 or by Emailing us at [contact@woodsfamilypractice.com](mailto:contact@woodsfamilypractice.com)

If the concerns cannot be resolved by Woods Family Practice, LLC, the person has the right to contact any of the following organizations:

### **The State of Wisconsin Department of Health and Family Services**

Division of Quality Assurance  
Bureau of Health Services  
1 West Wilson Street  
Madison, WI 53704  
800 642-6552

### **Medicare Patients**

MetaStar  
2909 Landmark Place  
Madison, WI 53713  
800 362-2320

### **Discrimination Complaints**

Office for Civil Rights  
US Department of Health and Human Services  
233 N. Michigan Ave.  
Suite 240  
Chicago IL, 60601  
Voice: 312-886-2359  
TDD: 312-353-5693  
Fax: 312-886-1807  
Email: [ocrcomplaints@hss.gov](mailto:ocrcomplaints@hss.gov)