

Any individual has the right to file a grievance or complaint verbally, by phone or in writing to a staff member, Director of Nursing Compliance, or Social Services. You may file a grievance or complaint with the hospital or any of the agencies listed below whether or not you use the hospital's complaint/grievance process. All grievances will be addressed in a timely manner. Lone Star Behavioral Health will make every attempt to provide a response within seven (7) days of receiving a grievance. All grievances will be addressed in a timely manner. Lone Star Behavioral Health will make every attempt to provide a response within seven (7) business days of receiving a grievance.

Lone Star Behavioral Health  Director of Compliance 281-516-6200	The Attorney General  Consumer Complaint: <a href="https://www.texasattorneygeneral.gov/consumer-protection">https://www.texasattorneygeneral.gov/consumer-protection</a>
Texas Medical Board  Mail: Texas Medical Board Attention: Investigations PO Box 2018 Austin, TX 78768-2018 Phone: 1-800-201-9353  Virtually: <a href="https://public3.tmb.state.tx.us/TMB_SSO_Complaint/default.aspx">https://public3.tmb.state.tx.us/TMB_SSO_Complaint/default.aspx</a>	The Joint Commission  Mail: The Office of Quality and Patient Safety The Joint Commission One Renaissance Boulevard Oakbrook Terrace, Illinois 60181  Virtually: <a href="https://www.jointcommission.org/resources/patient-safety-topics/report-a-patient-safety-concern-or-complaint/">https://www.jointcommission.org/resources/patient-safety-topics/report-a-patient-safety-concern-or-complaint/</a>
Health Care Regulation (HCR)  <a href="https://www.hhs.texas.gov/providers/health-care-facilities-regulation/contact-hcfr-program-staff">https://www.hhs.texas.gov/providers/health-care-facilities-regulation/contact-hcfr-program-staff</a>	