



## Report a Complaint about Affinity

### Health Care Organization Information

1.State where the incident occurred: \_\_\_\_\_

2.State the city where the incident occurred: \_\_\_\_\_

3.State the health care organization where the incident occurred: \_\_\_\_\_

Organization Name: \_\_\_\_\_

Country: \_\_\_\_\_

Address: \_\_\_\_\_

### **Personal Information**

Complete the information below if you would like Affinity to notify you about any action taken on your complaint.

Your name will be kept confidential:

I am:  Anonymous  A member/patient  A Physician  A hospital  Other

Do you wish to remain anonymous:  Yes  No

May we contact you if we need more  Yes  No

Information related to the incident?

Salutation (circle one):      Mr.      Mrs.      Ms.

First name: \_\_\_\_\_ Middle Initial: \_\_\_\_\_ Last Name: \_\_\_\_\_ Suffix: \_\_\_\_\_

Health Plan Name: \_\_\_\_\_

Professional \_\_\_\_\_

Credentials: \_\_\_\_\_

Address: \_\_\_\_\_

Email: \_\_\_\_\_ Phone #: (\_\_\_\_) \_\_\_\_\_

Your Company Name: \_\_\_\_\_

Date of incident: \_\_\_\_\_ Time: \_\_\_\_\_

Incident narrative:  
\_\_\_\_\_  
\_\_\_\_\_

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Disclaimer (Please read the disclaimer before submitting your complaint):

When submitting a complaint to Affinity, you may either provide your name and contact information or submit your complaint anonymously. Providing your name and contact information enables Affinity to inform you about the actions taken in response to your complaint, and also to contact you should additional information be needed.

It is our policy to treat your name as confidential information and not to disclose it to any other party. However, it may be necessary to share the complaint with the subject organization in the course of a complaint evaluation.

Affinity policy forbids accredited organizations from taking retaliatory actions against employees for having reported quality of care concerns to Affinity.

Please fax this request to Affinity at (510) 662-3492 or mail to Affinity at P.O. Box 71050, Oakland, CA 94612-7150 or in person to 1221 Broadway, 3<sup>rd</sup> Floor, Oakland, CA 94612.