



**Caregiver Pro Homecare, Inc.**  
12201 Liberty Ave, 2FL, Richmond Hill, NY 11419  
Phone:(718)-504-8054 Fax:(866)220-5663

### **COMPLAINTS**

As a home care client, you have the right to voice and submit complaints and dissatisfaction about the care and services provided or not provided by Caregiver Pro Homecare, Inc.

The procedure to submit your complaints are as follows:

1. Call the agency Phone: (718) 504-8054,
2. Ask for the Director of Patient Services or Administrator
3. Explain your concerns

You may submit your complaint in writing:

122-01 Liberty Avenue – 2<sup>nd</sup> Floor  
Richmond Hill, NY 11419  
Fax: (866) 220- 5663

The agency will investigate your allegations within 15 days of receipt of complaint. A written response will be provided to all written complaints and to oral complaints, if requested by the individuals making the oral complaint. Also, if dissatisfied with the outcome, you may submit and appeal to the agency's governing authority. All appeals will be reviewed within 30 days of receipt of appeal request.

In New York State, home care clients may also submit complaints to the Department of Health. If you are dissatisfied with the outcome of our complaint resolution, you may also submit the complaint to the New York State Department of Health or any outside representative of the client's choice.

**NYS Department of Health  
Metropolitan Regional Office  
90 Church Street  
New York, NY 10007**

**212-417-5888**

**Hotline (available 24/7): 1-800-628-5972**

The expression of such complaints by the client or client designee shall be free from interference, coercion, discrimination, or reprisal.

Client Name : \_\_\_\_\_

Client Signature : \_\_\_\_\_

Date: \_\_\_\_\_