Receipt of Complaint Acknowledgement

Thank you for your complaint filed on DATE,

We appreciate you for taking the time to reach out to us. Please be assured that we take complaints seriously and investigate all concerns under our jurisdiction. Investigations may include reviews of documentation, staff and client interviews, and site inspections. We directly work with providers to resolve complaints and improve the treatment system if deficiencies are found or opportunities for improvement are identified.

Please be advised that the records and proceedings of the bureau are confidential and may be used only by those within the bureau who are involved in the investigation. You will not receive notification of the outcome of the investigation, and we cannot release any documentation obtained during the investigation. The records and proceedings are not public records and are not available for court subpoena, nor are they subject to discovery.

We have included a list of resources for filing complaints to relevant agencies.

|  |  |  |  |
| --- | --- | --- | --- |
| **Type of Complaint** | **Institution Name** | **Contact** | **Phone Numbers** |
| Criminal, Civil, and Financial Exploitation | Deputy Attorney General | <https://attorneygeneral.delaware.gov/fraud/> | 1-800-220-5424 |
| Medicaid Fraud | Department of Justice/ Medicaid Fraud Control Unit | <https://attorneygeneral.delaware.gov/fraud/mfcu/#:~:text=You%20can%20anonymously%20report%20Medicaid,by%20using%20our%20online%20form.> | 302-577-5000 |
| HIPAA | HHS.Gov | [https://www.hhs.gov/hipaa/filing-a-complaint/index.html](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.hhs.gov%2Fhipaa%2Ffiling-a-complaint%2Findex.html&data=05%7C01%7CAmy.Brothers%40delaware.gov%7C9937fee6ae8f460d67aa08da7efd9ec7%7C8c09e56951c54deeabb28b99c32a4396%7C0%7C0%7C637961924990049161%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=HvatpzrvywTR28ip5u6yWPa8JpQxO3W5WnBgLSVU95c%3D&reserved=0) | 1-800-368-1019 |
| Labor Dispute | Workplace Fairness | [https://www.workplacefairness.org/agencies\_DE](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.workplacefairness.org%2Fagencies_DE&data=05%7C01%7CAmy.Brothers%40delaware.gov%7C9937fee6ae8f460d67aa08da7efd9ec7%7C8c09e56951c54deeabb28b99c32a4396%7C0%7C0%7C637961924990049161%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=sAltShffR7NbbkULaZ%2FZmbTBPVif%2B0uArepIAdJgClg%3D&reserved=0) | Wilmington: 302-761-8300Milford: 302-422-1134 |
| Insurance Fraud | Insurance Commission  | <https://insurance.delaware.gov/> | 1-800-282-8611 |
| Complaints against Licensed Individuals | Division of Professional Regulation | <https://dpr.delaware.gov/>  | 302-744-4500 |
| Complaints against Certified Individuals | Delaware Certification Board | <https://www.decertboard.org/>  | 717-540-4456 |
| Medication Diversion | Drug Enforcement Agency | <https://www.deadiversion.usdoj.gov/>  | 1-800-882-9539 |
| Criminal | Local Police | Contact your local law enforcement agency | Contact your local law enforcement agency |

Again, we thank you for taking the time to contact us. Please reach out to us at complaintandincidentreporting@delaware.gov if you have further questions or concerns.

Joseph Tegtmeier, LCSW

Bureau Chief of Policy and Compliance