

TO ALL NORTH CAROLINA NEUROPSYCHIATRY PATIENTS

TO FILE A GRIEVANCE OR COMPLAINT

Should you have any concerns regarding services provided by North Carolina Neuropsychiatry please contact:

Practice Administrator: Jeni Groves at 919-785-5055 x1008

TO FILE A COMPLAINT WITH THE NORTH CAROLINA MEDICAL BOARD

Filing a complaint online

Complaints can be filed online and submitted to the Complaint Department through the Board's website. This is the fastest and easiest method to notify the Board of your concerns and can be done by accessing the online form to the right.

Filing a complaint by mail

If you have records and other documents to submit, you may send your complaint via regular mail. Please download a form, which can be accessed by **clicking on the "Complaint Form" button to the right**. If you prefer, you may also call the Board to request that a complaint form be mailed to you.

If you have additional questions please contact the Board's Complaint Department at 1-800-253-9653 (ext. 232, 236 or 261).

You should receive written acknowledgement via the US Postal Service within two weeks. If not, please email the medical board complaints@ncmedboard.org to the complaint department.

Complaints from patients and others are the Board's single largest source of information about possible misconduct or quality issues among its licensees. Each complaint is thoroughly evaluated to determine if a violation of Board policy or state law has occurred and, thus, may warrant formal discipline. In 2009, the Complaint Department processed more than 1,100 complaints and interacted with thousands of North Carolina citizens who contacted the Board for guidance in dealing with issues with their medical providers.

Under state law, complainants have the right to be informed of the outcome of their complaints, even if it does not result in public discipline. However, a licensee's complaint history is confidential. State law prohibits the Board from saying whether patients have filed complaints about a particular practitioner.