Patient Complaints and Grievances Procedure

Patients should try to resolve concerns about their care by using University of Colorado Hospital (UCH) resources at the time of service.

Every effort will be made to provide information in a manner and form that can be understood by the patient or family. This will include interpretation of the grievance process and other information into the language of the non-English speaking patient, use of alternative communication techniques or aides for those who are hearing or visually impaired, or taking steps as needed to effectively communicate with the patient.

You or your representative may submit a concern or complaint, verbally or in writing, to the UCH Patient Representative. The Patient Representative may be reached at 720-848-5277 from 8:00 a.m. to 4:30 p.m., Monday through Friday. On weekends or after hours, you may call the hospital operator at 720-848-0000 and ask for the hospital manager. You may contact the Patient Representative in writing at:

Patient Representative
University of Colorado Hospital
12401 E 17th Avenue, C-300
Aurora, CO 80045

Once all necessary information is received, it may take up to 15 working days to provide a resolution to your complaint. If you are not satisfied with the outcome of your complaint review regarding care or treatment, you may refer the problem to the Chief Executive Officer (CEO) of University of Colorado Hospital. The CEO, or the CEO's designee, may provide an additional review. Contact the Patient Representative at 720-848-5277 to request a CEO review. The CEO/designee will provide a response within 10 working days.

If you are not satisfied with the resolution of your complaint, you may contact the Colorado Department of Public Health and Environment (CDPHE). If your concern is related to a regulation that the Colorado Department of Public Health and Environment has jurisdiction over and you need assistance in filing your complaint with the Colorado Department of Public Health and Environment, please contact the UCH Patient Representative who can file your complaint for you. The Colorado Department of Public Health and Environment has no jurisdiction over billing or fees. You may contact the CDPHE at (303) 692-2827 or:

Colorado Department of Public Health and Environment
Health Facilities and Emergency Medical Services Division
4300 Cherry Creek Drive South
Denver, CO 80246-1530

If you are dissatisfied with the care provided by licensed/certified professionals, a complaint may be filed with the Colorado Department of Regulatory Agencies (DORA) (303)-894-7598. Please note: DORA is charged only with addressing quality of care issues, and is prohibited from reviewing billing complaints. To file a complaint in writing, you may access the complaint form for health related professions on the Department of Regulatory Agencies website at dora.state.co.us.

If a you have concerns over care or safety that are not resolved by the hospital to your satisfaction, the patient or patient's representative may contact the Joint Commission at 1-800-994-6610. The Joint Commission can only evaluate complaint information in terms of its relevance to compliance with their standards. The Joint Commission complaint form can be found on the website at jointcommission.org.

If you have Medicare and have concerns about being discharged from the hospital too soon or quality of care, you may ask that your concern is referred to KEPRO, the Medicare Quality Improvement Organization (QIO). You may contact KEPRO directly at 1-844-430-9504.

If you have concerns regarding your behavioral health or substance abuse care, you may contact: Colorado Office of Behavioral Health at (303) 866-7400 or Patient and Advocacy for Individuals with Mental Illness at (303) 722-0300.