

ANHC Complaints and Grievance Notice



In keeping with the philosophy and mission of Anchorage Neighborhood Health Center (ANHC), we respect the right of patients to voice complaints about the care or services they receive at the Center and to have those complaints reviewed and, whenever possible, resolved in a timely manner.

At any time during your visit, you may request to speak with a supervisor. ANHC's management staff are here to help and will take great care in trying to resolve any issues promptly.

If you feel as if your complaint was not addressed properly, or if you would like to elevate your complaint, you can document the complaint in writing.

You may submit a complaint in the following ways:

- Complete a Patient Care Request form. (Ask a staff member for a form.)
- Send an email to feedback@anhc.org
- Mail a letter to:

Patient Complaint
Anchorage Neighborhood Health Center
4951 Business Park Boulevard
Anchorage, AK 99503

All patients and/or patient representatives may file a complaint or grievance without fear of retaliation or restrictions to services.

All patients and/or patient representatives may file a complaint with any state agency, accrediting board, or legal representative of their choice independent or in conjunction with ANHC's complaint and grievance procedure.

Grievances will be reviewed within 10 working days by appropriate senior leadership at ANHC and governing board when necessary. Whenever possible, written responses will be provided within 30 days of the grievance having been filed, as applicable.

For more information, please contact ANHC's Director of Risk Management and Compliance at riskoffice@anhc.org or (907) 743-7265.