Joint Commission Contact Information

- For general questions, contact Customer Service at 630-792-5800.
- For questions about The Joint Commission standards and requirements:
  1. **Online form**
     Complete the standards online question form at https://web.jointcommission.org/sigsubmission/sigonlineform.aspx. An e-mail response may require up to 5 business days.
  2. **Telephone**
     Call the Standards Interpretation Group at 630-792-5900, 8:30 a.m. - 5:00 p.m. CT. All telephone inquiries will be responded to within two business days, not including weekends and holidays.
  3. **Fax**
     Fax your question to 630-792-5942. A written response may require up to 5 business days from the time of receipt. All faxes must include the following:
     - Your full name
     - Name of your Health Care Organization
     - Manual(s) under which you are accredited
     - Full address including City, State and Zip Code
     - Phone Number (with time and date when you can be reached by phone)
     - Fax Number
  4. **U.S. Mail**
     A written response may require up to 5 business days from the time of receipt. Send your question with the same information noted above to:
     Standards Interpretation Group
     The Joint Commission
     One Renaissance Blvd.
     Oakbrook Terrace, IL 60181

- To report a complaint about a health care organization, go to web page http://www.jointcommission.org/report_a_complaint.aspx

OR

E-mail: complaint@jointcommission.org
Fax: 630-792-5636
Mail: Office of Quality Monitoring
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, Illinois 60181