



## 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](http://www.jointcommission.org/report_a_complaint.aspx)

**OR**

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