



Complaint Form

Grievance/Appeal

Complaints may be made in writing, by phone, or in person with Customer Service or Compliance Staff.

If you want to discuss a **Complaint**, please contact the **Customer Service and Compliance** staff at one of the following numbers:

- **General Customer Service:** (517) 346-8244
- **Raquel Sparkman, Compliance Specialist:** (517) 346-8124
- **Stefanie Zin, Compliance/HIPAA Privacy Officer:** (517) 346-8193

Consumer Information

Name: _____ Date of Birth: _____

Phone: _____ Address: _____

Person completing the form *(if different than the consumer)*.

Name: _____

Phone: _____ Address: _____

What is the complaint?

See attached documentation (optional)

What do you think should be done to resolve the complaint?

See attached documentation (optional)

Signature: _____ Date: _____