

COMPLAINTS AND GRIEVANCES

If you have complaint or an unsatisfactory experience, we encourage you to speak with one of our staff members to address your concern. If necessary, your matter will be advanced to the Center's management team for resolution.

You have the right to have your verbal or written grievances investigated and to receive written notification of actions taken.

The following are names and/or agencies you may contact:

- **Facility Administrator: Stella Zagata-Fee**
Bariatric + Specialty Surgery Center of Paramus
1 West Ridgewood Avenue, Suite G-03
Paramus, New Jersey 07652
PHONE: (201) 447-2676
- **You may contact the State of New Jersey to report a complaint: New Jersey Department of Health**
<https://web.doh.nj.gov/fc/search.aspx>
P.O. Box 360, Trenton, NJ 08625-0360
PHONE: (800) 792-9770
- **Medicare Beneficiaries may also file a complaint with the Medicare Ombudsman.** The Medicare Ombudsman's role is to ensure that Medicare Beneficiaries receive the information and help they need to understand their Medicare options and to apply their Medicare rights and protections.
MEDICARE OMBUDSMAN WEB SITE: <https://www.cms.gov/Center/Special-Topic/Ombudsman/Medicare-Beneficiary-Ombudsman-Home>
- **MEDICARE:** www.medicare.gov or call 1-800-MEDICARE (1-800-633-4227), TTY users can call (1-877-486-2048)
- **Office of the Inspector General:** <http://oig.hhs.gov>
- **This facility is accredited by the Joint Commission. Complaints and grievances may be filed through:**
The Joint Commission
1 Renaissance Blvd., Oakbrook Terrace, IL 60181
PHONE: (888) 527-9255 or E-Mail: complaint@jointcommission.org