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Media Advisory
Department of Health Professions' (DHP) Complaint Form Goes Digital
Filing a Complaint Against a Healthcare Licensee in Virginia is Now Easier

WHO: This week, Virginia's 13 health regulatory boards improve the public's ability to [file a complaint online](#) with two easy clicks.

WHAT: On average, most people have a positive experience in Virginia with their licensed healthcare practitioner. The Commonwealth exercises high standards of care to ensure the safety of people receiving treatment from a licensed practitioner, and takes complaints seriously.

The addition of a digital complaint form to DHP's website upholds the tradition and mission of health regulatory boards to ensure safe, competent patient care.

As a result, two new buttons now lead to a fillable, online complaint form that allows for fast receipt and review for potential health regulatory board action. The new digital buttons, labeled "File a Complaint" and "Access the Online Complaint Form," make this process quick and easy.

efcomplaints@dhp.virginia.gov'. The main content area is titled 'Person Supplying Information' and contains a form with fields for: 'Submit Anonymously' (checkbox), 'First Name', 'Middle Initial', 'Last Name', 'Business Name (If Applicable)', 'Address 1', 'Address 2', 'City', 'State' (dropdown menu), 'Zip Code', 'Home Phone', 'Work Phone', 'Fax Number', 'Email Address', and 'Relationship to the Practitioner' (dropdown menu). Below this is another section titled 'Subject of Report (Practitioner)' with a note: 'NOTE: If you would like to complain about more than one practitioner, you will need to submit a separate complaint form for each individual/entity you would like to complain about.' and fields for 'Title', 'First Name', 'Middle Initial', 'Last Name', and 'Gender'."/>

Information regarding alternative ways to file a complaint and a statement regarding anonymity will remain on the website.

WHY: DHP receives complaints regarding Virginia's licensed healthcare practitioners who may have violated a regulation or law. Complaints for all licensing and regulatory Boards are received and processed by the agency's Enforcement Division.

Health regulatory boards license and regulate 320,000 individual providers across 60 professions and there are three boards that regulate facilities.

WHEN: 24/7

WHERE: [Visit the Licensing Boards page](#) for information regarding each regulatory board. Additionally, you can [find out](#) which health care practitioners and facilities are regulated by the Department of Health Professions and [get a detailed explanation](#) of the disciplinary process for licensed healthcare practitioners in Virginia.

DHP's mission is to ensure safe and competent patient care by licensing health professionals, enforcing standards of practice, and providing information to health care practitioners and the public.

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