



# Complaints

BPA Health believes that anyone has the right to lodge a complaint or express a concern about our programs and services. BPA Health will accept complaints from anyone via phone, fax, email, US mail, or in person conversation. A member/client may designate a representative to submit a complaint on their behalf. BPA Health welcomes complaints and views them as valuable opportunities to learn, adapt, and improve the services we provide to our members and customers. BPA Health will not retaliate or take discriminatory action against any individual, facility, or organization in response to the filing of a complaint.

## How to Submit a Complaint

Anyone may submit a complaint via phone, fax, email, US mail, or in person conversation.

- a) Phone BPA Health at 208-947-1290. Any staff member can receive a complaint.
- b) Mail written complaints to:  
BPA Health  
c/o Complaints Department  
380 E. Parkcenter Blvd., Suite 300  
Boise, ID 83706
- c) Fax to 208-344-7430

## What to Expect from BPA Health

- BPA Health will mail a written acknowledgement letter within five business days of the date the complaint was received.
- BPA Health will call the complainant if additional information is needed.
- Within thirty calendar days of receipt of a complaint, BPA Health will conclude the investigation, resolve the complaint, and mail the complaint resolution letter to the complainant.

If a complaint investigation requires additional time beyond the thirty day timeframe, BPA Health will send written notification to the complainant.

If you have specific questions about the complaint process, please contact BPA Health's Complaints Department at 208-947-1271.