

[COMPANY NAME]

Policy & Form Cross-Reference Cover Sheet

Form Title	Complaint & Contact Information
Our Policy #	2.6
Our Policy Name	Grievances and Complaints: Process, Response, and Contact Information
ACHC DRX Reference	DRX2-4A / DRX2-4B / DRX2-4C
CMS Standard Reference	CMS Quality Standard, Section I.D (Consumer Services — grievance/complaint process)
Accrediting Organization	[ACCREDITING ORGANIZATION]

[COMPANY NAME]

COMPLAINT & CONTACT INFORMATION

[COMPANY NAME] wants to hear from you if you have any concern about your care, equipment, or service. Here's how to reach us, and what happens after you do.

STEP 1 — CONTACT [COMPANY NAME] FIRST

Call [CUSTOMER SERVICE PHONE NUMBER] or email office@suppliesbyaplus.com. We're available Tuesday–Thursday, 8:00 AM–6:00 PM Pacific Time. If you reach us outside these hours, please leave a message or send an email — we will respond during our next business hours.

We will acknowledge your concern within 5 calendar days and provide a resolution within 14 calendar days.

STEP 2 — ACHC

If your concern is not resolved to your satisfaction, you may contact our accrediting organization, ACHC, at (855) 937-2242 or customerservice@achc.org.

STEP 3 — MEDICARE

You may also contact Medicare at 1-800-MEDICARE (1-800-633-4227).

You will not be subjected to discrimination or any negative consequence for voicing a complaint, at any step.

Complaint & Contact Information

Form Version: [FORM VERSION] | Governing Policy: DRX2-4A,B,C

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