

GRIEVANCE / COMPLAINT REPORTING

You may lodge a complaint without concern for reprisal, discrimination, or unreasonable interruption of service. To place a grievance, please call (888) 799-3879 and speak to customer services. If your complaint is not resolved to your satisfaction within 5 working days, you may initiate a formal grievance in writing and forward it to the Leadership. You can expect a written response within 14 working days or receipt.

You may also make inquiries or complaints about this pharmacy by calling Medicare at 1-800-MEDICARE, the Accreditation Commission for Health Care (ACHC) at (919) 785-1214 and/or the Texas State Board of Pharmacy at <https://www.pharmacy.texas.gov/consumer/complaint.asp>.

Form Revised: 08/05/2025

NOTICE TO CONSUMERS

Complaints concerning the practice of pharmacy may be filed with the Texas State Board of Pharmacy (TSBP):

Online

Visit the Texas State Board of
Pharmacy's website at
[pharmacy.texas.gov/complaint](https://www.pharmacy.texas.gov/complaint)

or

Scan the QR code below to link to
TSBP's online complaint form:



By Mail

Texas State Board of Pharmacy
1801 Congress Avenue
Suite 13.100
Austin, Texas 78701

**To request a paper complaint form be
mailed to you, call TSBP:**

- Toll-free: (800) 821-3205 (select option 1)
- Local: (512) 305-8070