ANOD, Inc.

4846 Park Glen Rd, St. Louis Park, MN 55416
Phone: 651-802-2533 | Fax: 612-288-1002

Email: info@anodinc.com

GRIEVANCE/FEEDBACK & COMPLIANCE REPORTING

Effective date: October 21, 2025

We take complaints and feedback seriously and use them to improve care, access, and compliance. You can submit concerns without fear of retaliation.

What you can report

1. **Service complaints**
   Scheduling, quality of services, communication, timeliness, billing questions, accessibility barriers.
2. **Civil rights complaints (Section 1557)**
   Concerns about discrimination based on race, color, national origin, age, disability, sex, gender identity, or language access; interpreter or translation issues.
3. **Compliance concerns**
   Privacy/security concerns, fraud/waste/abuse, policy violations, safety risks, or ethical issues. **Anonymous reporting is available.**

How to submit

- **Online form:** https://forms.office.com/r/TgJEuuJ3s4 (anonymous option available)
- **Email:** info@anodinc.com (do not include sensitive health info; we will follow up securely)
- **Phone:** 651-802-2533 (TTY 711)
- **Mail:** Compliance Office, ANOD, Inc, 4846 Park Glen Rd, St. Louis Park, MN 55416

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For civil rights complaints, you may also file with the U.S. Department of Health and Human Services, Office for Civil Rights (OCR). We will provide OCR contact information upon request.

What happens next

- **Acknowledgment:** within **2 business days** (or immediately on phone).
- **Triage:** safety, civil rights, and access issues are prioritized.
- **Investigation/response:** written response within 15 business days for most issues. Complex cases may require more time; we will update you at least every 15 business days until resolution.
- **Resolution:** corrective actions may include staff coaching, process changes, accommodations, or other remedies.

There is **no retaliation** for filing a complaint or assisting in an investigation.