

In accordance with the State of Tennessee Department of Mental Health & Development Disabilities, Cumberland Heights maintains a file of the following reports for 36 months after their issuance:

1. Local fire safety inspections;
2. Local building code inspections, if applicable;
3. Fire marshal reports;
4. Department licensure and fire safety inspections and surveys;
5. Maintenance records of all safety equipment and vehicles used in client transportation; and
6. Any other inspections conducted by the Department, federal, state, or local agencies.

These reports are available to the public for review during normal business hours. You have the right to inspect these files before entering into any monetary agreement with the facility. Our staff will be glad to assist you with this should you choose.

To report Abuse, Neglect, or Concerns about the care or services provided by this facility, any patient or family member may contact the following:

HIPAA Privacy • FACTA: Donna Fisher, QM Director (615) 432-3213

Facilities • Safety: Russ Taylor, Safety Director (615) 432-3383

Tennessee Department of Mental Health & Substance Abuse Services

Jackson/West TN	Nashville/Middle TN	Chattanooga/East TN
951 Court Avenue	500 Deadrick Street 5 th Floor	520 West Summit Hill Drive,
Memphis, TN 38103	Nashville, TN 37243	Suite 301
		Knoxville, TN 37902
(901) 543-7442	(615) 532-6000	(865) 594-6551

The Joint Commission - Office of Quality Monitoring

One Renaissance Boulevard
Oakbrook Terrace, IL 60181
(800) 994-6610 Phone
(630) 792-5636 Fax
E-Mail complaint@jointcommission.org