

In accordance with the State of Tennessee Department of Mental Health & Substance Abuse Services, 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*

601 Mainstream Drive  
Nashville, Tennessee 37243  
(615) 532-6500

*The Joint Commission – Office of Quality Monitoring*

One Renaissance Boulevard  
Oakbrook Terrace, Illinois 60181  
(800) 994-6610 Phone  
(630) 792-5636 Fax  
E-mail [complaint@jointcommission.org](mailto:complaint@jointcommission.org)