



## **Written Patient Complaints**

DJO is committed to ensuring that our patients' experience with us is a favorable one and the company has dedicated resources to help ensure that written patient complaints are handled in a timely manner. When DJO's Patient Advocate receives a written patient complaint, the patient will receive acknowledgement of that complaint within five (5) calendar days of receipt. Within fourteen (14) calendar days of receipt, the patient will receive written notification of the investigation and the companies' final determination on the complaint.

Written Complaints can be emailed to  
Attn: Lorie Seybert, Patient Advocate at:  
[Corporate.Compliance@DJOglobal.com](mailto:Corporate.Compliance@DJOglobal.com)

or mailed directly to:

DJO, LLC  
Attn: Lorie Seybert, Patient Advocate  
1430 Decision Street,  
Vista, CA 92081-8553