



M24U DME

Complaint Resolution Policy

At M24U DME, your satisfaction with our products and services is our priority. If at any time you have concerns, encounter a problem, or wish to file a grievance, you may do so freely and without fear of retaliation.

We encourage patients, caregivers, and providers to let us know if expectations are not being met. Doing so allows our team the opportunity to address and resolve the issue promptly and fairly.

How to File a Complaint

You may contact our Compliance Officer during regular business hours:

- M24U DME – Compliance Officer (GARY ATKINSON)
871 Newfield St, Suite D, Middletown, CT 06457
Monday – Friday, 9:00 a.m. – 4:00 p.m.
860-740-5775

Outside of business hours, you may also file a complaint through:

- Our Compliance Officer - GARY ATKINSON
- Board of Certification/Accreditation (BOC): 1-877-776-2200

Resolution Process

- A manager will review your complaint within 5 business days of receiving it.
- Every effort will be made to resolve the issue within 14 days of receipt.
- We are committed to working toward a resolution that is fair, reasonable, and mutually satisfactory.

At M24U DME, we value your feedback, and we strive to not only meet but exceed your expectations in service and care.