

635 MAIN STREET



GREEN BAY, WI 54301

## COMPLAINT PROCEDURE

The pharmacists, technicians, and nurses at Streu's Pharmacy pride ourselves in providing safe, accurate and timely pharmacy services to our patients. If you have a concern or complaint regarding our service, please don't hesitate to call a member of our management team. We would be glad to discuss the situation and determine the best possible solution to meet your needs.

### Streu's Pharmacy Long-Term Care Hours of Operation:

Monday thru Friday: 7 AM – 10 PM

Saturday: 8 AM – 8 PM

Sunday: 8 AM – 4 PM (Urgent Orders Only)

Phone: (920) 593-2467

### Streu's Pharmacy Community Pharmacy Hours of Operation:

Monday thru Friday: 8 AM – 7 PM

Saturday: 9 AM – 1 PM

Sunday: Closed

Phone: (920) 437-0206

If your complaint has not been resolved adequately following contact with one of our management staff or owners, please refer to the contact information provided below to formulate a formal complaint with one of the following agencies.

### Department of Health Services

1 West Wilson Street

Madison, WI 53703

(608) 266-1865

TTY phone number: 888-701-1251

### Accreditation Commission for Health Care

139 Weston Oaks Court

Cary, NC 27513

855-937-2242