



# Workers' Compensation Complaints

As a workers' compensation health care provider, we are required to comply with the Texas Department of Insurance (TDI), Division of Workers' Compensation (DWC).

If you are a workers' compensation patient and need help filing a complaint, call 1-800-252-7031, from 8 a.m. to 5 p.m., Central Time, Monday to Friday.

## Steps to file a complaint:

1. All complaints must be in writing. You can either:
  - Download and print the complaint form (DWC Form-154).  
 English complaint form:  
<https://www.tdi.texas.gov/forms/dwc/dwc154compl.pdf>  
 Spanish complaint form:  
<https://www.tdi.texas.gov/forms/dwc/dwc154scompl.pdf>  
 or
  - Send us an email or letter.
2. Gather any documents you think will support your complaint.
3. Submit your complaint and supporting documents to one of the following:

<b>Email</b>	<a href="mailto:DWCCOMPLAINTS@tdi.texas.gov">DWCCOMPLAINTS@tdi.texas.gov</a>
<b>Fax</b>	1-512-490-1030
<b>In Person</b>	DWC Field Office 1601 Congress Ave. Austin, TX 78701
<b>Mail</b>	Texas Department of Insurance, Division of Workers' Compensation Compliance and Investigations, Mail Code CI PO Box 12050 Austin, TX 78711