

## **Complaint Process Disclosure**

Midwives practicing at Nine Short Months Birth & Community Wellness Center are licensed by the state of Michigan as Licensed Midwives (LM) and are certified by the North American Registry of Midwives as Certified Professional Midwives (CPM). Both supervising bodies have formal complaint processes available to consumers. These complaint processes are described below. We welcome feedback in all forms to any member of our midwifery team. You are also welcome to submit anonymous feedback at any time by mailing responses to our office at 28250 Franklin Road, Southfield, Michigan, 48034.

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### **State of Michigan Department of Licensing and Regulatory Affairs (LARA)**

<https://www.michigan.gov/lara/>

Department of Professional Licensing  
Hours: Mon. - Fri. 8:00 a.m. - 5:00 p.m. EST  
Phone: 517-241-0199  
Fax: 517-241-9416  
Email: [bplhelp@michigan.gov](mailto:bplhelp@michigan.gov)

Complaints can be made directly online by accessing the LARA website and selecting:

- File a Complaint
- Health and Occupational Licensees
- Midwifery
- File Complaint Now

An instructional video is also available at:

[https://www.michigan.gov/lara/0,4601,7-154-89334\\_72600\\_73836\\_93200-498824--,00.html](https://www.michigan.gov/lara/0,4601,7-154-89334_72600_73836_93200-498824--,00.html)

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### **North American Registry of Midwives (NARM)**

Full instructions for complaints to NARM can be found at:

<https://narm.org/accountability/how-to-file-a-complaint/>

A complaint will be addressed with the Complaint Review or Grievance Mechanism only if the client whose course of care has prompted the complaint is willing to sign a records release. With a records release, their chart will be confidentially reviewed and discussed by the midwives participating in the Grievance Mechanism. Without the client's permission to review their chart the complaint is closed.

A complaint against a CPM or CPM applicant may only be made by a client, or a party with direct knowledge of the cause for concern. Complaints must be received by NARM within 24 months of the end of the course of care prompting the complaint. A complete list of policies regarding the NARM Accountability Process can be found in the Candidate Information Booklet at [www.narm.org](http://www.narm.org).

Complaints must be received in writing or through email:

NARM Accountability  
5257 Rosestone Dr.  
Lilburn, GA 30047  
or emailed to [accountability@narm.org](mailto:accountability@narm.org).







