

Return Address:

San Joaquin County Behavioral Health
Services
Quality Assessment & Performance
Improvement Office
1212 North California Street
Stockton, CA 95202

Postage
Stamp



**Comment,
Compliment, and
Suggestion Form**

English Version

Published 07/01/2026

Date: _____	Service Location: _____
Member Name: _____	Date of Birth: _____
If member is a minor, print the name of legal guardian filing on behalf of minor: _____	
Address (City/ State/ Zip): _____	
Phone Number: _____	Leave a message? Yes ☐ No ☐

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and extend across the width of the page. There are no margins, text, or other markings on the paper.

☐ Comment ☐ Compliment ☐ Suggestion Oral Report received by _____

Date received _____ File number _____

Date sent to management _____ Sent by _____

Problem Resolution Information Brochure

How to File

You can file an appeal, expedited appeal or grievance and/or, a comment, compliment, or suggestion:

- By contacting the Problem Resolution Line at (209) 468-9393;
- By mailing the completed form;
- By placing the form in the suggestion box of any SJCBSH clinic;
- By giving the completed form to any SJCBSH staff member;
- Via email to AskQAPI@sjcbhs.org; or
- Via fax to (209) 468-8485.

Transgender, Gender Diverse, or Intersex (TGI) Inclusive Care

Act

You have a right to file a complaint if your provider or SJCBSH staff failed to provide you trans-inclusive care. Trans-inclusive health care is defined as comprehensive health care that is consistent with the standards of care for individuals who identify as TGI, honors an individual's personal bodily autonomy, does not make assumptions about an individual's gender, accepts gender fluidity and nontraditional gender presentation, and treats everyone with compassion, understanding and respect [HSC § 1367.043(d)(3)].

Contact Numbers

- Problem Resolution Line: (209) 468-9393 or (866) 468-9393
- Get Help: 988 Lifeline
- Family Advocate: (209) 401-6087
- Mental Health Outreach Coordinator: (209) 468-3498
- Parent Partners (Children and Youth Services): (209) 468-2385
- Patient's Rights Advocate Telephone: (209) 468-8676 Fax: (209) 468-2399
- Southeast Asian Languages (Cambodian, Hmong, Khmu, Laotian, and Vietnamese languages): (209) 953-8843

Notice of Availability of

Language Assistance

- If you need help in your language call 1-209-468-3493 (TTY: 711 or 1-800-735-2922).
- Aids and services for people with disabilities, like documents in braille and large print, are also available. Call 1-209-468-3493 (TTY: 711 or 1-800-735-2922).
- These services are free of charge.

- Request services in your preferred language and receive free interpreting services.
- Request a change of provider or second opinion.
- File a grievance or appeal (you are not subject to discrimination or penalty for filing a grievance or an appeal).
- Review your case file or records before and during the appeal process.
- Authorize another person to act on your behalf.
- Request a State Fair Hearing, if you are a Medi-Cal beneficiary.

○ In writing to:
California Department of Social Services
State Hearings Division
P.O. Box 944243, Mail Station 9-17-442
Sacramento, California 94244-2430

○ Or by phone:
1 (800) 743-8525 Or TDD: 1-800-952-8349

Your Rights

Problem Resolution Information Brochure

Grievances, Appeals, Expedited Appeals, & State Fair Hearings

Grievances

A grievance means a complaint or dissatisfaction about any issue other than a Notice of Adverse Benefit Determination (NOABD; See 'Appeals' section). Some examples include grievances that relate to staff behavior, treatment effectiveness, or treatment decisions.

You, your provider and/ or authorized representative may file a grievance at any time. Grievances may be submitted verbally or in writing. All grievances will be investigated by San Joaquin County Behavioral Health Services (SJCBS).

Appeals

If you have Medi-Cal, you have the right to file an appeal within 60 days of receiving a NOABD. You can appeal if SJCBS does not resolve grievances and/or appeals timely (within 30 days), or if your services are:

- Denied;
- Changed or reduced;
- Stopped; or
- Unreasonably delayed.

You, your provider (with your written consent) and/ or authorized representative may file an appeal verbally or in writing. If your appeal is filed verbally, a written follow-

up form must also be submitted. Once your appeal is received, it will be reviewed, and a Notice of Appeal Resolution (NAR) will be sent to you within 30 days.

Expedited Appeals

You, your provider (with your written consent) and/ or authorized representative may request an expedited appeal if waiting for a standard appeal could seriously harm your life, health, or ability to function. If approved, your expedited appeal will be reviewed, and you will be contacted regarding the decision. If denied, the expedited appeal becomes a standard appeal.

State Fair Hearing

If the appeal is denied, you, your provider and/ or authorized representative may request a State Fair Hearing. This can be done only after you receive a decision from SJCBS upholding the Adverse Benefit Determination, or if SJCBS fails to provide a NOABD or NAR within the required timeframe. You must request the hearing within 120 calendar days of SJCBS' decision.

You may request continuation of your current services within 10 days of receiving the NOABD or NAR while waiting for the outcome of an appeal, expedited appeal, or State Hearing.

What Happens After Your Grievance or Appeal is Received by SJCBS

Your appeal or grievance will be assigned to a coordinator and investigated. A staff member will attempt to contact you regarding your concern to confirm and gather more information. An Acknowledgement of Receipt will be mailed to your last known address within 5 days of receiving your grievance or appeal.

Within 30 days of receiving your concern, SJCBS will complete the investigation. The person(s) you filed your appeal or grievance against and the person(s) making the decision will not be the same. The coordinator will attempt to contact you regarding the results of the investigation. Even if the coordinator is unable to contact you, a NAR or Notice of Grievance Resolution will be mailed to the address you have provided. At any time, you may contact the Problem Resolution Line (see 'Contact Numbers' section) regarding your concern.

Comments, Compliments, and Suggestions

Comments, compliments, and suggestions can also be completed on a form. Please check the box for your submission. Upon receipt of your comment, compliment, or suggestion, a staff member will attempt to contact you to confirm it was received.