**Grievance Form**

San Joaquin County Behavioral Health Services

Performance Improvement Office,

1 George Washington Way,

San Joaquin County Behavioral Health Services

If you wish to file a grievance, you may write or call the following:

- Call the California Department of Social Services Fair Hearing Division at (916) 445-2400.
- Call the San Joaquin County Behavioral Health Services Client Rights Coordinator at (209) 965-3522.
- Write to San Joaquin County Behavioral Health Services Fair Hearing Division, 134 W. Alameda Street, Modesto, CA 95354.

If you have a hearing impairment, you may call the following numbers:

- TDD: 1-800-952-3349
- Telephone: 1-800-952-5253

Grievance Form

San Joaquin County Behavioral Health Services

Contact one of the Advocates Listed:

- San Joaquin County Behavioral Health Services Fair Hearing
- San Joaquin County Behavioral Health Services Client Rights Coordinator
- San Joaquin County Behavioral Health Services Fair Hearing Division

Please include your name, address, and phone number where you can be reached for a message.

Client Rights

- You have the right to be informed of your rights.
- You have the right to have the appeal heard by an impartial tribunal.
- You have the right to be represented by an attorney.
- You have the right to review your personnel records.
- You have the right to appeal a decision made by a provider or insurance company.
- You have the right to receive services in your preferred language and receive free interpreting services.
- You have the right to request that services continue while an appeal is pending.
- You have the right to request a hearing after the appeal process has been completed.
- You have the right to request a State Fair Hearing after the appeal process has been completed.

(For Hearing Impaired)

Office of the State of California Department of Social Services

134 W. Alameda Street, Modesto, CA 95354

Telephone: (209) 965-3522

For TDD, call (800) 952-8349

For Telephonics, call (800) 952-5253

San Joaquin County Behavioral Health Services

Quality Assessment & Performance Improvement Office

1212 North California Street

Stockton, CA 95202
San Joaquin County Behavioral Health Services

For reasons of confidentiality, close and fasten with a small piece of clear tape, add a postage stamp.

To mail, fold this form so our return address is visible.

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<th>State (ZIP Code)</th>
<th>City</th>
<th>Street</th>
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Address (optional):

Phone:

Message: Phone: Yes No

Name:

Please leave a number or address where you may be contacted.

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Date: Log entry #

Please write the subject of your grievance below:

Grievance:

Health Services Clinic:
San Joaquin County Behavioral Health Services

These forms are available at any San Joaquin County Behavioral Health Services clinic. For those issues, you may file a grievance at a San Joaquin County Behavioral Health Services clinic. If you are dissatisfied with the

+ Parent Partners
+ Consumer Advisory Council (CAC)
+ Consumer Outreach Coordinator
+ Family Advocate
+ Fax: (209) 468-3796
+ Telephone: (209) 468-3776
+ Rights Advocate
+ Consumer Support Warm Line

For more information, you can call a number below:

(209) 468-3583

(209) 401-6087

(209) 468-6690

(209) 468-8349

(209) 935-8843

Vietnamese Language

Cambodian, Khmer, Laos, and
Southeast Asian Languages

(209) 468-3498

(209) 468-3690

(209) 468-2241 or

Children and Youth Services

Problem Resolution Line

(209) 468-8431

(209) 468-3933 outside of Stockton

(209) 682-9519 in Stockton

Stockton, CA 95202

1212 North California Street

San Joaquin County