

Complaints and Grievances Process

Butte County Behavioral Health Department has a complaint and grievance procedure available to all Butte County Behavioral Health clients.

If you are dissatisfied with services received and/or withheld a grievance/complaint form is available for you to complete and submit to **Patients' Rights** or they may be contacted by phone at **(530) 343-1731** or toll-free at **1-800-497-1445**. Patients' Rights will respond within five (5) working days of receiving the complaint and/or concerns.

Resolution of problems may be reached through discussions between the client or client representative and the director, the staff person providing services, the case manager or other persons involved in the matter at hand.

Patients' Rights will assist clients with all complaints and grievances whenever assistance is required. Attempt will be made to resolve all problems at the lowest level by Patients' Rights to the satisfaction of the client.

If a resolution cannot be reached at the lowest level Patients' Rights will present the issues to the Butte County Quality Improvement Coordinator for their review and determination as to the best resolution.

A beneficiary may file for a State Fair Hearing *only* after they have filed for an Appeal *and* they have received a final decision about the Appeal from Butte County Behavioral Health. State Fair Hearings may no longer take place with regards to the Grievance process.

To register a grievance, an appeal or assistance with a State Fair Hearing call,

**Youth and Adult
Patients' Rights Advocates
(530) 343-1731 or 1-800-497-1445**

Members will not be subject to any penalty, discrimination or retaliation for filing a grievance or an appeal. Every effort will be made to resolve the issue at an informal level.