It is the policy of the Department of Behavioral Health (DBH) to provide clients processes to address concerns, complaints, or dissatisfaction related to services provided by DBH and/or its contract providers.

To provide an overview of the various ways Clients may initiate a grievance should their rights be violated; they be denied services; and/or have issues with services provided.

The following diagram illustrates the decision making process to evaluate where a grievance is reported.

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Continued on next page
Client Grievance Policy, Continued

Related Documents
Please review the following documents for detailed information related to client's rights and the different grievances.

DBH Standard Practice Manual:
- COM0935: Patients Rights Policy
- COM0935-1: Patient's Rights Inpatient Grievance Process
- COM0935-2: Patient's Rights Outpatient Grievance Process
- QM6007: NOAs Issued by the MHP Policy
- QM6029: Beneficiary Grievance and Appeal Policy
- QM6029-1: Beneficiary Grievance and Appeal Procedure

References
- Title 9, California Code of Regulations, Sections 863.2 and 864
- California Welfare & Institutions Code, sections 5520, 5522, 5325 and 5325.1