



DBH COMPLAINT NOTICE TO CLIENTS

The Department of Behavioral Health (DBH) Office of Compliance receives and responds to complaints regarding the practice of psychotherapy by any unlicensed or unregistered counselor providing services at DBH.

To file a complaint, contact:

DBH Office of Compliance, 303 E. Vanderbilt Way, San Bernardino, CA 92415

Phone (909) 388-0879

Email Compliance_Questions@dbh.sbcounty.gov

BBS COMPLAINT NOTICE TO CLIENTS

The Board of Behavioral Sciences (BBS) receives and responds to complaints regarding services provided within the scope of practice of marriage and family therapists, licensed educational psychologists, clinical social workers, or professional clinical counselors.

You may contact the board online at www.bbs.ca.gov, or by calling (916) 574-7830.

If you need this notice and/or other documents from DBH in an alternative communication format such as large font, Braille, or an electronic format, or, if you would like help reading the material, please contact the DBH Access Unit by calling 1 (888) 743-1478.

LANGUAGE ASSISTANCE TAGLINES

English

ATTENTION: If you speak another language, language assistance services, free of charge, are available to you. Call 1 (888) 743-1478 (TTY: 7-1-1).

ATTENTION: Auxiliary aids and services, including but not limited to large print documents and alternative formats, are available to you free of charge upon request.
Call 1 (888) 743-1478 (TTY: 7-1-1).

Español (Spanish)

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1 (888) 743-1478 (TTY: 7-1-1).

Tiếng Việt (Vietnamese)

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1 (888) 743-1478 (TTY: 7-1-1).

Tagalog (Tagalog — Filipino)

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1 (888) 743-1478 (TTY: 7-1-1).

한국어 (Korean)

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다.
1 (888) 743-1478 (TTY: 7-1-1) 번으로 전화해 주십시오.

繁體中文 (Chinese)

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電1 (888) 743-1478 (TTY: 7-1-1)。

Հայերեն (Armenian)

ՈՒՇԱԴՐՈՒԹՅՈՒՆ՝ Եթե խոսում եք հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լեզվական աջակցության ծառայություններ: Չանգահարեք
1 (888) 743-1478 (TTY (հեռատիպ)՝ 7-1-1).

Русский (Russian)

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1 (888) 743-1478 (телетайп: 7-1-1).

LANGUAGE ASSISTANCE TAGLINES

فارسی (Farsi)

شما برای رایگان بصورت زبانی تسهیلات کنید، می گفتگو فارسی زبان به اگر هجوت
بگیرید تماس (TTY: 7-1-1) 1 (888) 743-1478 با. باشد می فراهم

日本語 (Japanese)

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。

1 (888) 743-1478 (TTY: 7-1-1) まで、お電話にてご連絡ください。

Hmoob (Hmong) LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1 (888) 743-1478 (TTY: 7-1-1).

ਪੰਜਾਬੀ (Punjabi)

ਧਿਆਨ ਧਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬ ਬੋਲਦੇ ਹੋ, ਤੀਰੀ ਭਾਸ਼ਾ ਯ ਿੱਚ ਸਹਾਇਤਾ ਸੇ ਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਿ ਹੈ।
1 (888) 743-1478 (TTY: 7-1-1) ਤੇ ਕਾਲ ਕਰੋ।

العربية (Arabic)

1 (888) 743-1478 برقم اتصل. بالمجان لك تتوافر اللغوية المساعدة خدمات فإن اللغة، اذكر تتحدث كنت إذا: ملحوظة
(7-1-1: واليكم الصم هاتف رقم)

हिंदी (Hindi) ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1 (888) 743-1478
(TTY: 7-1-1) पर कॉल करें।

ภาษาไทย (Thai)

เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1 (888) 743-1478 (TTY: 7-1-1).

ខ្មែរ (Cambodian)

ប្រយ័ត្ន: រ ើសិនជាអ្នកនិយាយ ភាសាខ្មែរ , រសវាជំនួយមននកភាសា រោយមិនគិត្ន្នល
គឺអាចមានសំរា ំ រ ើអ្នក។ ចូ ទូ ស័ព្ទ 1 (888) 743-1478 (TTY: 7-1-1)។

ພາສາລາວ (Lao)

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັງຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທຣ
1 (888) 743-1478 (TTY: 7-1-1).



BENEFICIARY NONDISCRIMINATION NOTICE

Discrimination is against the law. *The San Bernardino County Department of Behavioral Health (DBH, also referred to as the Plan throughout this document)* follows Federal civil rights laws. *DBH* does not discriminate, exclude people, or treat them differently because of race, color, national origin, age, disability, or sex.

DBH provides:

- Free aids and services to people with disabilities to help them communicate better, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact *the DBH Access Unit 24 hours a day, 7 days a week* by calling **1 (888) 743-1478**. Or, if you cannot hear or speak well, please call **7-1-1**.

HOW TO FILE A GRIEVANCE

If you believe that *DBH* has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with *the DBH Access Unit*. You can file a grievance by phone, in writing, in person, or electronically:

- **By phone**: Contact *the DBH Access Unit 24 hours a day, 7 days a week* by calling **1 (888) 743-1478**. Or, if you cannot hear or speak well, please call TTY/TTD **7-1-1**.
- **In writing**: Fill out a grievance form, or write a letter and send it to:

*San Bernardino County
Department of Behavioral Health
Attn: Access Unit
303 E. Vanderbilt Way
San Bernardino, CA 92415*

- **In person**: Visit your provider's office or *DBH* clinic and say you want to file a grievance.

OFFICE OF CIVIL RIGHTS

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights by phone, in writing, or electronically:

- **By phone**: Call **1 (800) 368-1019**. If you cannot speak or hear well, please call TTY/TDD **1 (800) 537-7697**.

- In writing: Fill out a complaint form or send a letter to:

**U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201**

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

- Electronically: Visit the Office for Civil Rights Complaint Portal at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>.