




INFORMATION NOTICE 23-03

Date	July 16, 2024
To	Department of Behavioral Health (DBH) Staff, Contract Agencies, and Fee-for-Service (FFS) Providers
From	Georgina Yoshioka, DSW, MBA, LCSW, Director 
Subject	DBH and BBS Complaint Notification Requirements
Purpose	To inform DBH staff, contracted agencies and fee-for-service providers of California Board of Behavioral Science requirement to provide notification to clients of where to file a complaint.
Background	Effective July 1, 2020, the California Board of Behavioral Sciences (BBS) began requiring that all mental health counselors, whether licensed or unlicensed, provide a notice to each of their clients stating where they can file a complaint (AB630, Chapter 229, Statutes of 2019).
Requirements	<p>AB630 requires a Complaint Notification be provided to all clients receiving any services, including psychotherapy, provided by Board of Behavioral Sciences (BBS) licensees and registrants within their respective scope of practice, marriage and family therapists, licensed educational psychologists, clinical social workers, and professional clinical counselors.</p> <p>AB630 also requires that a Complaint Notification be provided to all clients receiving services from unlicensed or unregistered providers working within the scope of the Board’s licensees in an exempt setting, such as DBH.</p> <p>New clients must be provided printed notification prior to first service, and existing clients must be provided notice at the beginning of the next appointment (following July 1, 2020). All printed notifications must be in at least twelve-point (12 pt.) font and must follow BBS and DBH approved language and structure. If services are rendered via telehealth or telephonically, the provider may document notice was given.</p> <p>The DBH and BBS Complaint Notification to Clients forms, which include the required font, language, and structure, are located in the Departmental Forms section of the DBH Website:</p> <ul style="list-style-type: none"> • DBH & BBS Complaint Notifications to Clients (COM040_E) • DBH & BBS Complaint Notifications to Clients (COM040_S)

Reference

- [Board of Behavioral Services Updated Requirement to Provide Notice to Psychotherapy Clients](#)
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Questions

For questions regarding this Information Notice, please contact DBH Office of Compliance at DBH-ComplianceQuestions@dbh.sbcounty.gov or (909) 388-0879.
