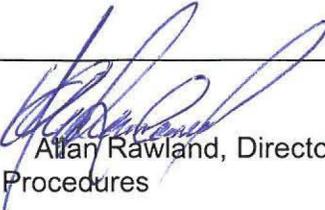


**County of San Bernardino  
Department of Behavioral Health**

**Client Grievance Policy**

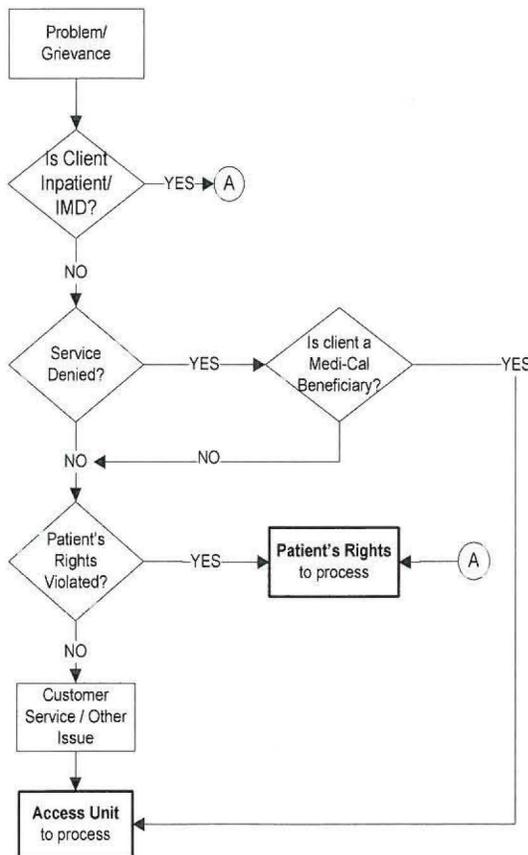
**Effective Date** 02/11/1992  
**Revision Date** 03/28/2011  
**Supersedes** Supersedes CLK0715: Patient Complaint Procedures

  
Allan Rawland, Director

**Policy** 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.

**Purpose** 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.

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



*Continued on next page*

**County of San Bernardino  
Department of Behavioral Health**

**Client Grievance Policy, Continued**

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**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](#)
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**References**

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