



COUNTY OF SAN BERNARDINO  
STANDARD PRACTICE

NO 11-1.11

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EFFECTIVE 2/11/92

DEPARTMENT

MENTAL HEALTH

SUBJECT

PATIENT COMPLAINT PROCEDURES

APPROVED

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Jim McReynolds, Director

I PURPOSE

To acquaint Departmental employees with a procedure that patients may follow should they think a right has been denied them. Please see procedures "Patient Rights," number 2-4.4 for specific patient rights.

II COMPLAINT PROCEDURE

- A. Patients may notify the Patient Advocate (387-7055) when they believe a right of theirs has been abused, punitively withheld, or unreasonably denied.
- B. Upon receiving a complaint, the Patient Advocate shall take action to investigate and resolve it within two working days.
- C. If the complainant expressed dissatisfaction with the action taken, the matter shall be referred to the local Mental Health Director within five working days.
- D. If the complaint cannot be satisfactorily resolved by the local Mental Health Director within two working days, it shall be referred to the Patient Rights Specialist, State Department of Health. His/her decision may be referred to the Director of the State Department of Health or his designee for final investigation.

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