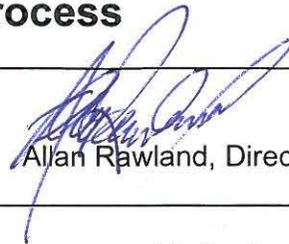


**County of San Bernardino  
Department of Behavioral Health**

## Patient's Rights Inpatient Grievance Process

**Effective Date** 02/11/1992  
**Revision Date** 03/28/2011



Allan Rawland, Director

**Purpose** To provide a process by which clients of Department of Behavioral Health may initiate a grievance if they believe their patient's rights (see [Patient's Right Policy](#)) have been violated. In accordance with Welfare & Institutions code, sections 5520 and 5522, the Patients' Rights Office, upon receipt, investigates complaints from or concerning recipients of mental health services residing in licensed health or community care facilities in San Bernardino County.

**Initiation of a Grievance** A grievance may be received via face-to-face report, mail or phone. Clients may complete [Patient's' Rights Grievance form and an Authorization to Release Protected Health Information](#). These forms are available in both [English](#) and [Spanish](#) located on DBH Forms webpage. Once a grievance has been received and screened, Patients' Rights will:

- Contact the client via phone *and/or*
- Mail acknowledgement letter and Releases of Protected Health Information (PHI) to be completed and returned to the Patients' Rights Office.

**Authorized Representative** In most cases, Patient's Rights will not open a grievance based on third party reports. Upon initiation of a grievance, the client may assign an Authorized Representative for the remainder of the grievance process.

**Grievance Investigation** Patients' Rights will investigate the grievance and will make every effort to keep the client informed of progress during the course of the investigation.

**Grievance Resolution** Clients will be informed at the conclusion of the investigation verbally and/or in writing.

**Timeframe** Patient's Rights attempts to resolve grievances within 60 days.

*Continued on next page*

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

**Patient's Rights Inpatient Grievance Process, Continued**

---

**Unsatisfactory Resolution**      If a client is unsatisfied with the resolution of the grievance, he/she may have the right to appeal to the next handling level.

---

**Related Documents**      DBH Standard Practice Manual:

- COM0946: [Client Grievance Policy](#)
- COM0935: [Patient's Right Policy](#)

---

**References**

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

---