

SAN MATEO COUNTY HEALTH SYSTEM  
BEHAVIORAL HEALTH AND RECOVERY SERVICES

DATE: February 25, 2003

BHRS POLICY: 03-03

SUBJECT: Client/Consumer Problem Resolution/Grievance Process

DATE: February 25, 2003; effective April 14, 2003

AUTHORITY: HIPAA Regulations (45 CFR 164.530(d)), California Welfare and Institutions Code, Title 9, subchapter 5, CCR Title 9, CFR title 42, Policy 04-10, Notice of Action, Policy 98-01, Change of Clinician Request Policy 98-10, Concerns/Complaints about MHP Individual and Organizational Contract Providers

SUPERSEDES: Previous versions of the Beneficiary/Client Protection Manual

ATTACHMENTS: A. Consumer Problem Resolution Process Manual, Revised 1/30/17  
B. Consumer Rights Poster – English, Spanish, Chinese, Tagalog. Russian (Revised 1/30/17, with additional languages added)  
C. Consumer Rights & Problem Resolution brochure - English, Spanish, Chinese, Tagalog. Russian (Revised 1/30/17 with additional languages)

AMENDED: July 25, 2005, Technical Edits January 30, 2017

**POLICY:**

Beneficiaries of Medi-Cal and all other clients of San Mateo County BHRS have the right to report problems and to be heard regarding their services. The primary source for the procedural management of Grievances/Appeals is the latest revision of the Consumer Problem Resolution Process Manual, which is attached and is included as a component of this policy.

Anti-Retaliation: Staff members, independent contractors, students or volunteers shall not intimidate, threaten, coerce, discriminate against, or take any retaliatory action against individuals for exercising their rights granted by federal or state regulations, or for participating in any complaint or other process established by these regulations.

Approved: \_\_\_\_\_ *(Signature on file)*

Stephen Kaplan, LCSW  
BHRS Director