

What is a Grievance?

El Dorado County Mental Health Frequently Asked Questions

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A Grievance is defined by the State Department of Mental Health as, “An expression of dissatisfaction about any matter other than an Adverse Benefit Determination.” This means that if you are unhappy with anything (except for payments, or denial or reduction of service) pertaining to the services you receive at Mental Health you are encouraged to file a Grievance. You may file a grievance at any time. You may examine your case file at any time, including medical records and any other documents and records considered during the Grievance process. You will not be subjected to any discrimination or penalty for filing a Grievance. You have a right to know the status of your Grievance at any point and anyone can assist you with that.

Where do I receive a Grievance Form?

Grievance forms are available at all El Dorado County Mental Health clinic sites. You can also ask any Mental Health employee for this form. If you are in need of any assistance, please phone (530) 621-6183 or (800) 929-1955.

How do I file a Grievance?

We hope you will discuss any complaints or issues about your Mental Health services with your Service Provider. You may file a Grievance by talking to your Service Provider, or any other Mental Health staff with whom you feel comfortable. You do not have to complete this form to file a Grievance. If you want to phone in a Grievance, call (530) 621-6183 or (800) 929-1955. You may also ask any Mental Health employee to help you with this process.

If you need additional assistance in filing a Grievance, the Patients’ Rights Advocate can be reached at (530) 621-6183 or any staff person can help you.

What should I expect after filing a Grievance?

El Dorado County’s Utilization Review Coordinator (or designee) will investigate your Grievance with the goal of resolving your dissatisfaction. You will receive 2 written responses to your Grievance. The first letter (Acknowledgment) will be a notice (sent within five calendar days of receipt of the Grievance) that we have received your Grievance. The second letter (Resolution) will be sent to you within 30 calendar days with the results of the investigation.

What if I do not agree with the results of the investigation?

If you do not agree with the outcome of the Grievance that you have filed, you have the right to speak with the Director of the Mental Health Department or person designated by the Director or you may file another Grievance.