



LOS ANGELES
LGBT
CENTER

Health Services Client Complaint and Grievance Procedure

Take part in your care by filing a complaint when you are not satisfied with the care or services provided by Los Angeles LGBT Center's Health Services programs. This helps us improve your client experience and, possibly, the experience of others. If you report a complaint, you have the right to:

- Have your concern reviewed by our Client Relations team.
- Talk with our Client Relations team about it.
- Not be treated differently or denied services because you reported a concern.
- As much privacy as possible while we review your complaint with our staff so that we learn more about what happened and how to address it.
- Have, at your own cost, someone who is not a Center staff person (an "advocate") be with you when you talk about your concern with Center staff.

Here is how to report your concern:

Step 1 Talk with staff or supervisors about it – they can usually take care of it at this level.

Step 2 If you are still not satisfied after talking with staff or supervisors, let us know by:

- Completing a Client Relations Form (you can ask staff for help with filling one out). You can get the form from any front desk staff person or you can use the web form at <https://lalgbtcenter.org/patient-forms>; the QR code to the right also takes you to the web form.
- You can also email your complaint to clientrelations@lalgbtcenter.org.



Step 3 Client Relations will review and address your report within 10 business days after getting it, letting you know the outcome of their review, as appropriate.

Step 4: If still not satisfied with the outcome of the Client Relations review, you can file a grievance with your health plan or other regulators (see below).

If you are a member of a Medi-Cal managed care plan or any managed care health plan, you can file your complaint or grievance by contacting your health plan's member services department by calling the number on your membership card. You can also contact The Department of Managed Health Care Help Center at (888)-466-2219 or the Ombudsman by calling (888) 452-8609 or by emailing MMCDombudsmanOffice@dhcs.ca.gov.

If you have accessed mental health services and feel that your concern has not resolved, you can call the Los Angeles County Department of Mental Health Patients' Rights Office by calling (213) 738-4949.

If you have accessed HIV medical services and feel that the problem has not resolved, you can call the Los Angeles County Office of AIDS Programs and Policy Director by calling (213) 351-8000.

If you have accessed Addiction Recovery Services and feel that the problem has not resolved, you can call the Substance Abuse Prevention and Control (County of Los Angeles Department of Public Health), by calling (626) 299-4193, or from the California Department of Health Care Services, Substance Use Disorder Services, by calling (917) 440-7800.

Your signature below acknowledges that you have read and understand the client complaint and grievance procedure.

Signature: _____

Date: _____

**CLIENT COMPLAINT AND GRIEVANCE
PROCEDURE**

Name:

PF #: