



Health Services Client Complaint and Grievance Procedure

Want to share feedback, compliments, and concerns about the services you received?

Step 1. The fastest way is to ask for a supervisor and let them know.

Step 2. If that doesn't work, or if you don't want to talk to a supervisor, let the Health Services Client Relations team know. Here's how:

- Complete and submit a Client Relations webform (the easiest way), which is at <https://lalgbtcenter.org/patient-forms>.

This QR Code takes you to the webform.



- Or email clientrelations@lalgbtcenter.org.
- Or call 323-993-7500 to connect with Client Relations.

Step 3. If still not satisfied after contacting Client Relations, here are some other options that may be available to you.

- Health Plan members can call their health plan member services line. Contact information is usually on their insurance cards.
- Medi-Cal Managed Care health plan members can call the Department of Managed Health Care Help Center (888-466-2219) or Ombudsman (888-452-8609) MMCDOmbudsmanOffice@dhcs.ca.gov.
- For mental health services, patients can call the Los Angeles County Department of Mental Health Patients' Rights Office (213-738-4949).
- For HIV medical services, patients can call the LA County Office of AIDS Programs and Policy (213-351-8000).

I have read and understand this Client Complaint and Grievance Procedure.

Signature: _____ Date: _____