



LOS ANGELES
LGBT
CENTER

Health Services Client Complaint and Grievance Procedure

Take part in your care at the Los Angeles LGBT Center by letting us know when you are not satisfied with the care or services by reporting a complaint or grievance about the services you received . This helps us improve your client experience. Please know that if you do report a complaint or grievance, you have the right to:

- Have your concern reviewed by our Client Relations team.
- Talk with our Client Relations team about your concern.
- Not be treated differently or denied services because you reported a concern.
- Privacy as much as possible while still being able to review your report with staff to understand your concerns.
- Have, at your own cost, an advocate with you when talking about your concern with Center staff. Center staff members cannot be your advocate in this way.

Here is how to report your complaint or grievance:

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 and submitting Client Relations Form (any staff can fill one out for you or give you a Form, or you can use our web form at <https://lalgbtcenter.org/health-services/patient-forms>) or by using the QR code to the right; or
- Emailing 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.

If you have accessed mental health services and feel that the problem has not been resolved, you also may request help from the Patients’ Rights Office, Los Angeles County Department of Mental Health, by calling (213) 738-4949.

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

If you have accessed Addiction Recovery Services and feel that the problem has not been resolved, you also may request help from the Substance Abuse Prevention and Control, a division of the 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 #: