



## VENTURA COUNTY BEHAVIORAL HEALTH DEPARTMENT

### Grievance Form

If you are dissatisfied with the speciality mental health /substance use treatment services that you are receiving or have another concern, you may call the Quality Management Dept. at 1-888-567-2122 or you may complete this form and mail it in the addressed envelope provided.

Date: \_\_\_\_\_ Time: \_\_\_\_\_ Plan Member Name: \_\_\_\_\_

Date of Birth: \_\_\_\_\_ Gender: \_\_\_\_\_ Preferred Language: \_\_\_\_\_

Your Address: \_\_\_\_\_

Contact Phone: \_\_\_\_\_ Clinic or Provider: \_\_\_\_\_

Are you using an Authorized Representative?  Yes No If yes, name: \_\_\_\_\_

Authorized Representative Phone & Address: \_\_\_\_\_

Please tell us about your grievance:

What would you like the solution to be?

Signature \_\_\_\_\_

Print Name \_\_\_\_\_

After VCBH has received this form, you will receive a written Acknowledgement of Receipt. You or your authorized representative may be called on the contact phone number you have provided if more information is needed. Within 30 days you or your representative will receive a written Notice of Decision.

***As a Medi-Cal beneficiary, you have the right:***

- To authorize another person to act on your behalf
- To identify a staff person or other individual to assist you with the grievance
- To not be subject to discrimination or any other penalty for filing a grievance
- To identify a staff person or other individual to provide information regarding the status of your grievance
- To file a grievance orally