



A Tradition of Stewardship  
A Commitment to Service

Health & Human Services Agency  
Mental Health Division  
2751 Napa Valley Corporate Drive  
Napa, CA 94558

## NOTICE OF GRIEVANCE PROCESS (For therapy/counseling clients)

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If you need this notice and/or other documents from the Napa County Mental Health in an alternative communication format such as large font, Braille, or an electronic format, or, if you would like help reading the material, please contact Napa County Mental Health by calling 707-299-1968.

### HOW TO FILE A GRIEVANCE

**What is a grievance?** Sometimes people are not satisfied with the therapy/counseling services they receive. If you experience problems with your services or your counselor and you feel strongly that something needs to be done, you have the right to file a grievance. Filing a grievance will not be used against you.

#### **How do I file a grievance?**

Both Napa County Mental Health and the California Board of Behavioral Sciences (BBS) receive and respond to grievances regarding services provided with the scope of practice of marriage and family therapists, licensed educational psychologists, clinical social workers, or professional clinical counselors. If you have a complaint and are unsure if your practitioner is licensed or registered by the BBS, please contact 916-574-7830 for assistance or utilize the online license verification feature by visiting [www.bbs.ca.gov](http://www.bbs.ca.gov).

To file a grievance with **Napa County Mental Health**, you can do the following:

1. Complete a *Grievance Form* (the form and prepaid/pre-addressed envelopes are available where you receive services).
2. Send to: **Quality Coordinator, Mental Health Division, 2751 Napa Valley Corporate Drive, Building A, 2<sup>nd</sup> Floor, Napa, CA 94558**. You may also deliver your grievance in person to this address, or fax it to the Mental Health Quality Coordinator at 707 299-2199.
3. Call the Quality Coordinator at (707) 299-1968 or Access at (800) 648-8650 if you have questions, need assistance or you would like to submit your grievance by phone.

To file a grievance with the **California Board of Behavioral Sciences**, you can do the following:

1. Call the Board of Behavioral Sciences at (916) 574-7830.
2. Contact the Board of Behavioral Sciences online at [www.bbs.ca.gov](http://www.bbs.ca.gov).
3. Submit your grievance in writing to: Board of Behavioral Sciences, 1625 North Market Blvd., Suite S-200, Sacramento, CA 95834.

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**NAPA COUNTY HEALTH & HUMAN SERVICES AGENCY : Mental Health**

Applicable to: **Licensed or Registered** Mental Health Counselor



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## INFORMATION YOU SHOULD KNOW

If you would like to consult with a Patient's Rights Advocate regarding your grievance:

- Contact the Napa County Office of Patient's Rights by calling (707) 501-3298.

In addition to the grievance form, you may submit written materials and present additional clinical or medical evidence in support of your position. Beneficiaries and families will not be subject to any manner of discrimination, penalty, sanction, or restriction for exercising their grievance rights.