



How to File a Complaint (Member Grievance Procedure)

Every member has the right to file a grievance in the event that they feel that their rights have been violated, that they have been discriminated against or that they have been treated inappropriately.

These are the steps to take to resolve the problem.

A. First Option

- Step 1.* If you feel you have been treated unethically or unfairly, bring your grievance to the attention of your worker verbally or in writing. Please use the DCRC Member Grievance Form when making a grievance.
- Step 2.* If your DCRC Specialist cannot resolve the problem satisfactorily, set up an appointment to meet with his/her supervisor and present your grievance in writing. The supervisor will meet with you and your DCRC Specialist within five business days to discuss your grievance and a resolution.
- Step 3.* If you are not satisfied with the decision of the Supervisor, you may appeal further to the Executive Director. You must do this within five (5) working days of receiving the Supervisor's decision. You may appeal by submitting a letter to the Executive Director asking for a review of the decision. The Executive Director will provide you with a written answer within ten (10) working days after your letter is received.
- Step 4.* If you are not satisfied with the decision of the Executive Director, you may appeal in writing to the DCRC Board of Directors. This appeal must be made within five (5) working days after you receive the decision of the Executive Director. You should address your appeal in writing to the Chairperson of the DCRC Board of Directors and should make a summary of the actions you have taken to resolve the problem and attach any documents that you have about the prior decisions. The DCRC Board of Directors will act on your appeal at its next scheduled meeting and will

Disability Community Resource Center - www.dcrc.co

12901 Venice Boulevard, Los Angeles, California 90066

(310) 390-3611 **Voice** ☎ (310) 398-9204 **TTY** ☎ (888) 851-9245 **Toll-Free**

provide you with a written decision within ten (10) working days following the meeting. The determination of the Board of Directors is final.

B. Second Option

Contact the CAP (Client Assistance Program) staff. They are advocates for members who have issues with Rehabilitation Act-funded programs including all DCRC Services. To do so, contact Disability Rights of California 1-800-776-5746 State Wide TTY: 1-800-719-5798.

C. Third Option

Some of DCRC services have additional avenues to voice your concerns or complaints based on their funding source. They include the following:

a) If you are receiving services that are funded by the Community Services Block Grant (CSBG) Program, you have a right to express your concerns or appeal a denial of these services within 20 calendar days of the denial. Send your letter to: Director; Department of Economic Opportunity; Attention" Fair Hearing Officer; P.O. Box 780, Sacramento, CA 95812-0780.

b) If you are receiving services funded by the LA County Department of Mental Health, you can contact the Patients Rights Office; 505 South Virgil Avenue; Los Angeles, CA 90020 at (213)738-4888.

c) File a complaint with the Secretary of the US Department of Health and Human Services at 200 Independence Avenue, S.W. Washington, D.C. 20201.

HIPAA Notice

All consumer records are maintained as confidential records to protect the privacy of each consumer. DCRC does not maintain medical records or treatment plans, except in those cases where DCRC holds copies of information at the consumer's request to assist in application for benefits, etc. with other service agencies or public entities.

Disability Community Resource Center - www.dcrc.co
12901 Venice Boulevard, Los Angeles, California 90066
(310) 390-3611 Voice ☎ (310) 398-9204 TTY ☎ (888) 851-9245 Toll-Free