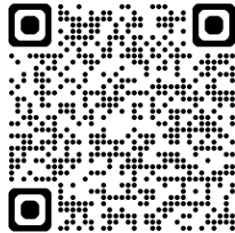


NOTICE TO MEMBERS

You have the right to file a complaint against your SUD provider with the California Department of Health Care Services.

<https://www.dhcs.ca.gov/individuals/Pages/Sud-Complaints.aspx>



Filing a complaint

If you wish to file a complaint about a licensed, certified AOD service provider OR a registered or certified counselor you can do so via mail, fax, or by using the online [Complaint Form](#).

Complainants will not be automatically notified of the outcome of a complaint. However, a complainant may request the outcome upon closure of the investigation, and a Public Records Act (PRA) request will be initiated on the complainant's behalf.

If you are not the complainant and would like information regarding the outcome of a complaint after it is closed, please submit a PRA request. For more information on the PRA process, please visit the [Public Records Act](#) home page.

You may also print the form and mail or FAX to:

Department of Health Care Services
Licensing and Certification Division
P.O. Box 997413, MS 2601
Sacramento, CA 95899-7413

Toll Free (877) 685-8333

Fax: (916) 440-5094

E-mail: sudcomplaints@dhcs.ca.gov