



Let us know about any problems. We're here to help.

If you are having problems with your care, treatment or services at Child & Family Center, give us a chance to help. You may want to share something you are unhappy about, such as issues with your appointment time, therapist or psychiatrist, violation of any stated client rights, including your civil rights, or violation of applicable, federal, state and local laws and regulations. You may also want to appeal a decision that is made by your plan about coverage for treatment. You can file a formal complaint with a grievance form at any time.

How to file a complaint

To start the grievance process, fill out the form below and tell us what happened. Don't forget to include specific information, such as where and when it happened, and what you believe we can do to resolve your concern.

Mail to:

Child & Family Center
Complaints, Grievances & Appeals
21545 Centre Pointe Parkway
Santa Clarita, CA 91350

Fax to:

(661) 259-9658

If you believe your case involves an emergency, call Child & Family Center immediately at (661) 259-9439 or call 911.

Client Information	
Name (Last, First, Middle Initial)	Date of Birth
Mailing Address (Street, City, State, Zip)	<i>Note: by entering your address below you consent to receiving information by mail.</i>
Preferred Telephone Number	
Name of Person Completing Form	
Provider Information (If applicable)	



**CHILD & FAMILY CENTER
COMPLAINT, GRIEVANCE & APPEAL FORM**

Instructions

Briefly state the details of the problem and identify when and where the event(s) occurred. PLEASE BE SPECIFIC. Include a statement regarding the outcome desired and what you believe Child & Family Center can do to resolve your concern. If you have copies of documents, bills, checks, or other correspondence related to this problem that may help in the review and resolution include them with this form. If you need more pages to describe the issue, please attach them to this form.

I certify that this information is true and correct.

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Client / Authorized Representative Signature

Date

There are different agencies responsible for regulating mental health, substance use, and domestic violence services. Using this grievance procedure does not prohibit any potential legal rights or remedies that may be available to you. If you need help with a grievance that has not been satisfactorily resolved by Child & Family Center, you may call a regulatory agency for assistance. The list of agencies is included with the Policy and Child & Family Center includes with the complaint / grievance acknowledgment letter, and upon request.