

**DEPARTMENT OF HEALTH & SOCIAL SERVICES
Behavioral Health Services Division**

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**BBS NOTICE TO CLIENTS RECEIVING PSYCHOTHERAPY SERVICES FROM
SOLANO COUNTY MENTAL HEALTH PLAN**

HOW TO FILE A COMPLAINT

For services provided by any unlicensed or unregistered provider:

The Solano County Behavioral Health Quality Improvement Unit receives and responds to complaints regarding the practice of psychotherapy by any unlicensed or unregistered practitioner providing services at Solano County Mental Health Plan. You can submit a grievance (complaint) form, which you can find in the lobbies of all clinics for your convenience, or you may call the Problem Resolution Line at (800) 459-9914 to file a complaint.

For services provided by any licensed or registered provider:

The State of California's Board of Behavioral Sciences receives and responds to complaints regarding services provided by individuals licensed and registered by the Board within the scope of practice of marriage and family therapists, licensed educational psychologists, clinical social workers, or professional clinical counselors. You may contact the board online at www.bbs.ca.gov, or by calling (916) 574-7830. In addition, you can submit a grievance (complaint) form to the Solano County Quality Improvement Unit, which you can find in the lobbies of all clinics for your convenience, or you may call the Problem Resolution Line at (800) 459-9914 to file a complaint.

If you have a complaint and are unsure if your practitioner is licensed or registered, please contact the Board of Behavioral Sciences at 916-574-7830 for assistance or utilize the board's online license verification feature by visiting www.bbs.ca.gov

Solano Mental Health Plan can help you with any questions you have about this notice. For help, you may call Solano Mental Health Plan 9:00 a.m. to 5:00 p.m. at (800) 459-9914. If you have trouble speaking or hearing, please call TTY/TTD number (800) 735-2922 for help.

If you need this notice and/or other documents from the Solano Mental Health Plan 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 Solano Mental Health Plan by calling (707) 784-8323.