

SUTS INFORMATION BULLETIN

No: 2020-8

Data: July 10, 2020

SUBJECT: Filing a complaint with BBS

The Board of Behavioral Sciences (BBS) as of July 1, 2020, issued a **NOTICE TO PSYCHOTHERAPY CLIENTS** that mandates all licensed practitioners to personally notify clients about how to file a complaint.

This mandate is an additional protection for clients. SUTS beneficiaries already have Medi-Cal Grievance and DHCS State Fair hearing procedures in place. This notice indicates that it is ultimately the responsibility of the individual practitioner to ensure that each client receives this information. Each agency should also update their policies and procedures.

Reference

https://www.bbs.ca.gov/pdf/ab_630.pdf?fbclid=IwAR1gyoHMoprG-yM5JVNngBtiOzpa4R-5XISDkgvy7LAWFciTUS4JVE5a4B4

Complaint form

<https://bbs.ca.gov/pdf/forms/comp-2a.pdf#page=1>