

# NORTH LOS ANGELES COUNTY REGIONAL CENTER



**San Fernando Valley Office**  
9200 Oakdale Ave., Suite 100  
Chatsworth, CA 91311  
(818) 778-1900



**Santa Clarita Valley Office**  
25360 Magic Mountain Parkway, Suite 150  
Santa Clarita, CA 91355  
(661) 775-8450



**Antelope Valley Office**  
43850 10th Street West  
Lancaster, CA 93534  
(661) 945-6761

## Office Hours

8:30 a.m. - 5:00 p.m.  
Monday through Friday

## After Hours

We are on-call 24 hours  
(818) 778-1900

[www.nlacrc.org](http://www.nlacrc.org)



## Consumer Rights Complaint Process



Supporting People with  
Developmental Disabilities  
in the San Fernando,  
Santa Clarita and Antelope Valleys  
since 1974

Revised March 2020

## **Welfare and Institutions Code, Section 4731**

### **Consumer Rights Complaint Process**

Consumers and their families have a legal right to file a complaint if they feel their rights have been violated or unreasonably denied. Below is a step-by-step guide to filing complaints (see “How It Works”). Also included in this brochure is the law which provides for this complaint process. If you need more information on filing a complaint, please call the contract administrator at (818) 778-1900.

**This is the law:** Section 4731. (a) Each consumer or any representative acting on behalf of any consumer or consumers, who believes that any right to which a consumer is entitled has been abused, punitively withheld, or improperly or unreasonably denied by a regional center, developmental center, or service provider, may pursue a complaint as provided in this section.

(b) Initial referral of any complaint taken pursuant to this section shall be to the director of the regional center from which the consumer receives case management services. If the consumer resides in a state developmental center, the complaint shall be made to the director of that state developmental center. The director shall, within 20 working days of receiving a complaint, investigate the complaint and send a written proposed resolution to the complainant and, if applicable, to the service provider. The written proposed resolution shall include a telephone number and mailing address for referring the proposed resolution in accordance with subdivision (c).

(c) If the complainant is not satisfied with the proposed resolution, the complainant may refer the complaint, in writing, to the Director of Developmental Services within 15 working days of receipt of the proposed resolution. The director shall, within 45 days of receiving a complaint, issue a written administrative decision and send a copy of the decision to the complainant, the director of the regional center or state developmental center, and the service provider, if applicable. If there is no referral to the department, the proposed resolution shall become effective on the 20th working day following receipt by the complainant.

(d) The department shall annually compile the number of complaints filed, by each regional center and state developmental center catchment area, the subject matter of each complaint, and a summary of each decision. Copies shall be made available to any person upon request.

*Please keep this page for future reference.*

(e) This section shall not be used to resolve disputes concerning the nature, scope, or amount of services and supports that should be included in an individual program plan, for which there is an appeal procedure established in this division, or disputes regarding rates or audit appeals for which there is an appeal procedure established in regulations. Those disputes shall be resolved through the appeals procedure established by this division or in regulations.

(f) All consumers or, where appropriate, their parents, legal guardian, conservator, or authorized representative, shall be notified in writing in a language which they comprehend, of the right to file a complaint pursuant to this section when they apply for services from a regional center or are admitted to a developmental center, and at each regularly scheduled planning meeting.

### **How It Works**

#### **Instructions on how to file a complaint**

1) A consumer or any representative acting on behalf of the consumer, sends a letter stating the complaint to the executive director of the regional center from which the consumer receives services. If the consumer lives in a developmental center, the letter should be sent to the director of the developmental center.

2) The executive director or her or his designee, investigates the complaint and sends a written proposed resolution within 20 working days.

3) Individuals or their representatives may call the Appeals, Complaints & Projects section with questions at any time. If the complainant (consumer or representative of the consumer) is not satisfied with the course of action or the proposed resolution, the complainant may refer the complaint in writing to the Appeals, Complaints & Projects Section or the Office of the Director, within 15 working days of receipt of the proposed resolution. Send to:

Appeals, Complaints & Projects Section  
Department of Developmental Services  
1215 O Street, MS 8-20  
Sacramento, CA 95814  
Phone: (916) 651-6309  
Fax: (916) 654-3641

Office of the Director  
Department of Developmental Services  
1215 O Street, MS 9-90  
Sacramento, CA 95814  
Phone: (916) 654-1897

4) The director of the department issues a decision within 45 days and mails a copy to the complainant, the director of the regional center or developmental center, and the service provider if applicable.

*Please keep this page for future reference.*

Date: \_\_\_\_\_

Consumer's Name: \_\_\_\_\_

Consumer's Date of Birth: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Consumer Address: \_\_\_\_\_

This complaint is against: \_\_\_\_\_

Regional Center      Developmental Center      Service Provider

*If Service Provider, please specify program:*

\_\_\_\_\_

Person filing the complaint (Please print):

Consumer      Representative      Guardian

Conservator      Parent      Service Provider

Other (please specify): \_\_\_\_\_

Address and phone number of person filing the complaint (where proposed resolution will be mailed):

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Have you made this complaint to the person(s) who violated your rights?

Yes      No

Did he or she do anything after you complained?      Yes      No

If yes, what: \_\_\_\_\_

\_\_\_\_\_

Has any legal action been filed regarding this issue?      Yes      No

Is this the first time you have filed this complaint?      Yes      No

Date of incident: \_\_\_\_\_

\_\_\_\_\_

Consumer's Signature

Person filing the complaint for consumer

Complaint: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

If the complaint affects several consumers, file a separate complaint for each person.

Remember, this process addresses complaints against a regional center, a developmental center, or service provider.

This complaint process is not for disagreements about the kind or amount of services in your IPP. It is also not for complaints by service providers about rates or audits. Contact the regional center to obtain information on these other dispute resolution or appeal processes.

Place  
stamp  
here

**Remove this insert** for future use. To file a complaint about a violation of your rights by the regional center, a developmental center or a service provider, complete this form, fold as shown, add postage and mail.

**North Los Angeles County Regional Center  
9200 Oakdale Ave., Suite 100  
Chatsworth, CA 91311**

Attn: Executive Director

**Fold (inward) to mail**

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Regional Center  
Executive Director  
(818) 778-1900

**All complaints should be sent to the regional center executive director** who will assure that the rights of each person with a developmental disability are guaranteed, protected and asserted as requested by or on behalf of any consumer. The executive director will investigate and facilitate the resolution of complaints concerning any abuse, punitive withholding, or improper or unreasonable denial of any right, which is brought by or on behalf of any consumer.

*(See address on last page)*