



# Redwood Coast Regional Center

Respecting Choice in the Redwood Community

## NOTICE OF CLIENT RIGHTS COMPLAINT PROCESS

(Adapted from W&I Code Section 4731)

(This complaint process is not for resolving disputes concerning the nature, scope, or amount of services and supports involving an individual program plan or for resolving disputes regarding rates or audit appeals. Contact the regional center to obtain information on these other dispute resolution or appeal processes.)

- Each Client of regional center services, or any representative acting on behalf of any Client, who believes that any rights to which the Client 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.
- The complaint shall be to the Executive Director at the regional center from which the Client receives case management services.
- The Executive Director shall, within 20 working days of receiving a complaint, investigate the complaint and send a written proposed resolution to the complainant and to the service provider, if applicable. (State law does not allow for extensions of investigations under W&I Code §4731)
- 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 of the State Department of Developmental Services shall, within 45 days of receiving a complaint, issue a written administrative decision and send a copy of the decision to the complainant.
- All Clients 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.

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☐ Corporate Office: 1116 Airport Park Blvd., Ukiah, CA 95482 707-462-3832 \* ☐ 270 Chestnut St., Ste A, Ft Bragg, CA 95437 707-964-6387

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