

The following steps may be taken to attempt to resolve your Grievance:

- ✓ OPTIONAL: Talk to the California Office of Patients' Rights employee, the Patients' Rights Advocate, within 30 days of the problem;
- ✓ STEP ONE: File a grievance with the designated Director of the California Office of Patients' Rights (OPR) within 30 days of the employee's action with which you disagree. You may do this by filling out the grievance form or by phoning the California Office of Patients' Rights', (916) 575-1610. You may then request to make your grievance by phone. A written response will be provided to you within 30 days of receipt of your grievance.

California Office of Patients' Rights
Director- (Grievance)
100 Howe Avenue, Suite 210N
Sacramento, CA 95825

- ✓ STEP TWO: If you continue to be dissatisfied, you may file an appeal with the Executive Director of Disability Rights California within 30 days of the written response by the Director of COPR. A written response will be provided to you within 30 days of receipt of your appeal to this level.

Disability Rights California
Executive Director
100 Howe Avenue, Suite 185N
Sacramento, CA 95825

- ✓ STEP THREE: If you continue to be dissatisfied, you may file an appeal with the Board of Directors' Executive Committee of Disability Rights California within 30 days of the written response provided by the Executive Director of Disability Rights California. A written response will be provided to you within 30 days of receipt of your appeal to this level.

Disability Rights California
Board of Directors' Executive Committee
100 Howe Avenue, Suite 185N
Sacramento, CA 95825