



California Office of Patients' Rights
1831 K Street
Sacramento, CA 95811-4114
Tel: (916) 504-5810
Fax: (916) 504-5811
COPR@disabilityrightsca.org
www.disabilityrightsca.org

I, _____, am filing this grievance with the California Office of Patients' Rights a unit of Disability Rights California for the following reasons. (Please check the reason below).

- I am dissatisfied with the Advocacy services that I am receiving at:
 - Atascadero State Hospital
 - Coalinga State Hospital
 - Metro State Hospital
 - Napa State Hospital
 - Patton State Hospital
 - California Office of Patients' Rights – Sacramento
- Other:

Please explain the reason below:

Signed: _____

Address: _____

Telephone: _____

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 (COPR) 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) 504-5810. 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)
1831 K Street
Sacramento, CA 95811

- ✓ **STEP TWO:** If you continue to be dissatisfied, you may file an appeal with the Executive Director of Disability Rights California (DRC) 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
1831 K Street
Sacramento, CA 95811

- ✓ **STEP THREE:** If you continue to be dissatisfied, you may file an appeal with the Grievance Committee of the Board of Directors' Executive Committee of DRC within 30 days of the written response provided by the Executive Director of DRC. 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' Grievance Committee
1831 K Street
Sacramento, CA 95811