

# INYO COUNTY SUBSTANCE USE DISORDER SERVICES

162 J Grove Street  
Bishop, California 93514

Phone: 760-873-5888  
Toll Free: 1-800-841-5011  
FAX: 760-873-3277

## **Monday**

8:00am to 12:00pm  
2:00pm to 5:00pm

## **Tuesday through Friday**

8:00am to 12:00pm  
1:00pm-5:00pm

380 N. Mt. Whitney  
Lone Pine, California 93545

## **Monday – Friday**

8:00am to 5:00 pm  
Phone: 760-876-4245



# INYO COUNTY SUBSTANCE USE DISORDER SERVICES



# CLIENT PROBLEM RESOLUTION GUIDE

As a client of the Inyo County Substance Use Disorder Services (SUD), you have a right to file a **Grievance**.

A **Grievance** is an expression of dissatisfaction about any matter.

## **GRIEVANCE PROCESS**

You have the right to file a **Grievance** either orally or in writing. If you wish, you can have someone call or write for you.

- Inyo County SUD will write to you to let you know your grievance has been received.
- Inyo County SUD will review your grievance and write to you to let you know the decision within sixty (60) calendar days from the date your grievance was filed.
- The Grievance Process may be extended by up to fourteen (14) calendar days if you request an extension, or if Inyo County SUD decides that there is a need for additional information and that the delay is in your best interest.

## **COMPLAINTS**

In Accordance with Title 9, Section 10544 of the California Code of Regulations, an individual may request an inspection of an alcoholism or drug abuse recover treatment facility. Complaints should be directed to:

**Department of HealthCare  
Services  
Substance Use Disorder  
Complaint Division  
Outpatient Programs  
Compliance  
1700 K Street  
Sacramento, CA 95814-4037  
Attn: Complaint Coordinator  
916-322-2911**

### **What if I need help completing the Problem Resolution Process?**

At any time during the problem resolution process, you may ask for a staff person or someone of your choice to help you.

You have a right to authorize another person or your legal representative to act on your behalf.

### **Confidentiality**

We want to assure you that your grievance will be kept confidential and will only be discussed with those directly involved in the matter. You will not be discriminated against or penalized in any way for your grievance.

### **Availability of Interpreters**

We have Spanish-speaking interpreters available during normal office hours and we utilize the AT&T Language line for other languages.