

1. If you are a Drug MediCal **client**, you additionally have the right to a fair hearing related to denial, termination, or reduction of services under Title 22, California Code of Regulations. You may submit a request for a **fair hearing** to:

State Hearings Division, Department of Social Services
P.O. Box 944243, MS 19-37, Sacramento, CA 94244-2430,
Phone: 1-800-952-5253; T.D. : 1-800-952-8349

You are to be aware of the fact that sexual contact between you and any members of the treatment program staff, including members of the Board of Directors of the agency which provides treatment for you, is strictly prohibited by Law.

If you think you are not being treated unfairly or improperly, or believe there is counselor misconduct, take the following steps:

1. First try to resolve the matter by discussing it with your counselor.
2. If that step does not resolve the situation to your satisfaction, you should contact your counselor's supervisor or the program manager.
3. If you are still not pleased with the outcome, please contact the SB County Alcohol and Drug Program Manager at (805) 681-5440 or for reporting a **counselor misconduct complaint, you can call the Toll Free Complaint Number: (877) 685.8333**
4. If your complaint has not been properly resolved at this level, you may contact Santa Barbara County Alcohol, Drug & Mental Health Administrator and/or his/her designee at 300 N. San Antonio Rd, Bldg 1, Santa Barbara, Ca 93110-1316, telephone (805) 681-5220; or
5. You may file a written complaint with:

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| <p>County of Santa Barbara Equal Employment Opportunity Manager 105 E. Anapamu Street Room 104 Santa Barbara, CA 93101 (805) 568-3410 www.countyofsb.org/eoo</p> | <p>California Department of Alcohol & Drug Program Program Compliance Branch 1700 K Street, Second Floor Sacramento, CA 95814-4037 (916) 322-2911 www.adp.cahwnet.gov</p> | <p>U.S. Department of Health & Human Services Office for Civil Rights 200 Independence Avenue, S.W. Room 509F, HHH Building Washington, D.C. 20201 (202) 619-0403 www.hhs.gov/ocr</p> |
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