



NONDISCRIMINATION NOTICE

Discrimination is against the law. San Francisco Behavioral Health Services follows Federal civil rights laws. Behavioral Health Services does not discriminate, exclude people, or treat them differently because of race, color, national origin, age, disability, or sex.

San Francisco Behavioral Health Services provides:

- Free aids and services to people with disabilities to help them communicate better, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Behavioral Health Access Center 24 hours a day, 7 days a week by calling 1-888-246-3333, or if you cannot hear or speak well, please call TDD: 1-888-484-7200.



HOW TO FILE A GRIEVANCE

If you believe that San Francisco Behavioral Health Services has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with San Francisco Behavioral Health Services. You can file a grievance by phone, in writing, or in person:

- **By phone:** Contact the Behavioral Health Access Center 24 hours a day, 7 days a week by calling 1-888-246-3333. Or, if you cannot hear or speak well, please call TDD: 1-888-484-7200.
- **In writing:** Fill out a grievance form, or write a letter and send it to:

**San Francisco Behavioral Health Services
Grievance/Appeal Office
1380 Howard Street, 2nd Floor
San Francisco, CA 94103**

- **In person:** Visit your provider's office or the Behavioral Health Access Center and say you want to file a grievance.

OFFICE OF CIVIL RIGHTS

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights by phone, in writing, or electronically:

- **By phone:** Call **1-800-368-1019**. If you cannot speak or hear well, please call **TTY/TDD 1-800-537-7697**.
- **In writing:** Fill out a complaint form or send a letter to:

**U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201**

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

- **Electronically:** Visit the Office for Civil Rights Complaint Portal at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>.