

## **NONDISCRIMINATION NOTICE**

Discrimination is against the law. Marin County BHRS follows State and Federal civil rights laws. Marin County BHRS does not unlawfully discriminate, exclude people, or treat them differently because of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity, or sexual orientation.

Marin County BHRS 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, braille, audio or accessible electronic 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 Marin County BHRS Access line 24-hours a day, 7 days a week by calling 1-888-818-1115. Or, if you cannot hear or speak well, please call TTY 711. Upon request, this document can be made available to you in braille, large print, audio, or accessible electronic formats.

## **HOW TO FILE A GRIEVANCE**

If you believe that Marin County BHRS has failed to provide these services or unlawfully discriminated in another way on the basis of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity, or sexual orientation, you can file a grievance with Behavioral Health & Recovery Services (BHRS) Quality Management Unit for the County of Marin. You can file a grievance by phone, in writing, in person, or electronically:

- By phone: Contact Marin BHRS Access line 24-hours a day, 7 days per week by calling 1-888-818-1115. Or, if you cannot hear or speak well, please call 711.
- In writing: Fill out a complaint form or write a letter and send it to:  
BHRS Quality Management Unit  
20 San Pedro Rd., San Rafael, CA 94903
- 1. In person: Visit your doctor's office or Marin County BHRS Access Team and say you want to file a grievance.
- Electronically: Visit Marin County BHRS website at  
<https://www.marinbhers.org/clients-caregivers/grievance-brochure>  
or email: [BHRSMQ@marincounty.gov](mailto:BHRSMQ@marincounty.gov)

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## **OFFICE OF CIVIL RIGHTS – CALIFORNIA DEPARTMENT OF HEALTH CARE SERVICES**

You can also file a civil rights complaint with the California Department of Health Care Services, Office of Civil Rights by phone, in writing, or electronically:

- **By phone:** Call **916-440-7370**. If you cannot speak or hear well, please call **711 (California State Relay)**.
- **In writing:** Fill out a complaint form or send a letter to:  
**Department of Health Care Services Office of  
Civil Rights  
P.O. Box 997413, MS 0009 Sacramento, CA  
95899-7413**

Complaint forms are available at:

<https://www.dhcs.ca.gov/discrimination-grievance-procedures>

- **Electronically:** Send an email to [CivilRights@dhcs.ca.gov](mailto:CivilRights@dhcs.ca.gov).
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## **OFFICE OF CIVIL RIGHTS – U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES**

If you believe you have been discriminated against on the basis of race, color, national origin, age, disability or sex , 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>