

Concerns Regarding Psychiatric Hospital/Inpatient Services in California

Psychiatric Hospitals are **LICENSED** by the California Department of Public Health (**DPH**). And then they are **DESIGNATE & APPROVED** for the involuntary detainment, evaluation & treatment by **DHCS**.

Facilities are *designated and approved for the involuntary detainment*, evaluation and treatment of children pursuant to Welfare and Institutions Code (WIC) Sections 5150 et seq., 5585.50 through 5585.59 and 5751.7 are under DHCS.

The child's parent/legal guardian may file a complaint with DHCS indicating that the child was on a WIC 5585.50/WIC 5250 and was denied admission by the facility or express a concern about the services. This is applicable for adult consumers as well.

To file a complaint with CDPH:

They have instituted an online complaint process—link:

<https://www.cdph.ca.gov/Programs/CHCQ/LCP/Pages/FileAComplaint.aspx>

To file a complaint with DHCS:

Licensing and Certification Division, Licensing Branch 2, Mental Health Licensing Section

P.O. Box 997413, MS 2800

Sacramento, CA 95899-7413

Phone: (916) 323-1864

24-Hour UOR/Complaint

Report Line: (916) 327-8378

UOR Fax Line: (916) 440-5600

Email: MHUOR@dhcs.ca.gov