

San Francisco Behavioral Health Commission

RESOLUTION URGING IMPROVEMENT OF BEHAVIORAL HEALTH SERVICES GRIEVANCE PROCESS IN SAN FRANCISCO**

[<insert date>](#)

WHEREAS, disparities in client complaints within the San Francisco Behavioral Health Services grievance process are critical issues that require attention and resolution, and

WHEREAS, the grievance process in San Francisco Behavioral Health Services plays a crucial role in ensuring that clients have a voice in addressing concerns related to their treatment, services, and interactions with mental health providers, and

WHEREAS, formal procedures are typically established within San Francisco Behavioral Health Services to facilitate the submission and resolution of client grievances, with the goal of promoting transparency, accountability, and quality improvement within mental health services, and

WHEREAS, clients in San Francisco Behavioral Health Services may have various grievances related to treatment plans, medication, therapist behavior, access to care, privacy violations, and other aspects of mental health services provided, and

WHEREAS, following specific steps outlined by San Francisco Behavioral Health Services for submitting grievances, such as completing grievance forms, contacting supervisors or advocates, or reaching out to designated grievance officers, is essential for addressing and resolving client concerns effectively, and

WHEREAS, the grievance process in San Francisco Behavioral Health Services is designed to ensure that client feedback is acknowledged, complaints are thoroughly investigated, and appropriate actions are taken to address any issues raised by clients, and

*******DRAFT FOR DISCUSSION*******

WHEREAS, there have been reports of a disparity between the Department of Public Health (DPH) and the clients it serves, with complicated grievance forms, lost grievances, lack of follow-up, and communication issues, and

WHEREAS, some clients experience neglect, disrepair, staff behavior issues, delays in service, billing problems, discrimination, privacy violations, and declining mental health states, and

WHEREAS, the Behavioral Health Commission of San Francisco (BHCSF) urges the City and County of San Francisco to develop oversight and accountability for the grievance process in the Behavioral Health Services department, including the establishment of an ombudsman for behavioral health challenges, and

WHEREAS, it is essential to have a user-friendly complaint system that ensures transparency and accountability in addressing client grievances effectively, and

WHEREAS, the commission also encourages the implementation of an online complaint system that is user-friendly and accessible for clients to submit grievances and track their resolution progress, and

WHEREAS, the commission recommends the allocation of resources to hire additional personnel staff for the grievances department in San Francisco Behavioral Health Services to enhance the capacity for timely and effective resolution of client complaints,

THEREFORE, BE IT RESOLVED, that the San Francisco Behavioral Health Commission calls upon the San Francisco City and County, Mayor, Board of Supervisors, and the Departments of Public Health to invest funds in improving the standard and quality of the grievance process within San Francisco Behavioral Health Services, to ensure equitable access, service quality, transparency, and accountability in addressing client grievances effectively.