

San Francisco Behavioral Health Commission

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

[<insert date>](#)

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

WHEREAS, the grievance process in the SF BHS 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 SF BHS 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 SF BHS 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 SF BHS 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 SF BHS 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 disparities between the Department of Public Health 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 SF Behavioral Health Commission of San Francisco (SF BHC) urges the City and County of San Francisco to develop oversight and accountability for the grievance process in the BHS department, including the establishment of an ombudsman for citizens with 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 grievance department in SF BHS 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 SF BHS, to ensure equitable access, service quality, transparency, and accountability in addressing client grievances effectively.