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Title 22@ Social Security

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Division 6@ Licensing of Community Care Facilities

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Chapter 5@ Group Homes

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Subchapter 1@ Community Treatment Facilities

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Article 6@ Continuing Requirements

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Section 84172.2@ Complaint Procedures

## **84172.2 Complaint Procedures**

### **(a)**

Section 84072.2 is not applicable to community treatment facilities.

### **(b)**

The licensee of a community treatment facility shall develop, maintain, and implement written complaint procedures by which children or their authorized representatives are permitted to file, without fear of retaliation, complaints regarding facility staff or operations with the facility administrator or mental health program director, an advocate, and/or the Department.

### **(c)**

The following information shall be posted, in English and Spanish, in all wards and common living areas of the facility. (1) A list of the personal rights in Sections 5325, 5325.1, and 5325.2 of the Welfare and Institutions Code. (2) A statement that any child admitted to a community treatment facility has the right to a hearing by writ of habeas corpus pursuant to Section 4094.6 of the Welfare and Institutions Code. (3) The facility's complaint procedures which shall include the following: (A) The name, address and telephone number for filing a complaint with the Department. (B) The information on filing a complaint with a Patients' Advocate as specified in Section 1933 of California Code of Regulations, Title 9, Chapter 11.

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The name, address and telephone number for filing a complaint with the Department.

**(B)**

The information on filing a complaint with a Patients' Advocate as specified in Section 1933 of California Code of Regulations, Title 9, Chapter 11.