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**NONDISCRIMINATION NOTICE**

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Discrimination is against the law. Marin Behavioral Health and Recovery Services follows Federal civil rights laws. Behavioral Health and Recovery Services does not discriminate, exclude people, or treat them differently because of race, color, national origin, age, disability, or sex.

Behavioral Health and Recovery Services 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, audio, accessible electronic formats, other 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 Behavioral Health and Recovery Services 24 hours a day, 7 days a week by calling 1-888-818-1115. Or, if you cannot hear or speak well, please call 711.

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Send with all notices

## **HOW TO FILE A GRIEVANCE**

If you believe that Marin Behavioral Health and Recovery Services has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with Behavioral Health and Recovery Services. You can file a grievance by phone, in writing, in person, or electronically:

- **By phone:** Contact Behavioral Health and Recovery Services between 8:30am and 5:00pm by calling 1-888-818-1115. Or, if you cannot hear or speak well, please call TTY at 711.
- **In writing:** Fill out a grievance form, or write a letter and send it to:

Marin Behavioral Health and Recovery Services  
Attention: Quality Improvement  
20 N. San Pedro Rd.  
San Rafael, CA 94903

- **In person:** Visit your provider's office or Marin Behavioral Health and Recovery Services and say you want to file a grievance.

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## **OFFICE OF CIVIL RIGHTS**

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>.