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## **NONDISCRIMINATION NOTICE**

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Discrimination is against the law. Santa Clara County – Behavioral Health Services Department (SCC-BHSD) follows Federal civil rights laws. SCC-BHSD does not discriminate, exclude people, or treat them differently because of race, color, national origin, age, disability, or sex.

SCC-BHSD 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 SCC-BHSD Monday through Friday, 8:00 AM to 5:00 PM PST, excluding holidays, at the SUTS Beneficiary Line at 408.792.5666. If you have trouble speaking or hearing, please call TTY/TTD number at 1.800.855.7100 or 711.

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## **HOW TO FILE A GRIEVANCE**

If you believe that SCC-BHSD 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 SCC-BHSD. You can file a Grievance by phone, in writing, in person, or electronically:

By phone: Contact SCC-BHSD Monday through Friday, 8:00 AM to 5:00 PM PST, excluding holidays, at the SUTS Beneficiary Line at 408.792.5666. If you have trouble speaking or hearing, please call TTY/TTD number at 1.800.855.7100 or 711.

- In writing: Fill out a Grievance form, or write a letter and send it to:

SCC-BHSD-Substance Use treatment Services  
Quality Improvement and Data Support  
976 Lenzen Ave., Third Floor  
San Jose, CA 95126

- In person: Visit your provider's office or SCC-BHSD 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>

