

## **Notice to Clients**

### **How to Report a Complaint**

It is the goal of River Oak Center for Children to provide the highest quality of care and safety for our clients. River Oak receives and responds to complaints regarding the practice of psychotherapy by any unlicensed, unregistered Counselor, Skills Trainer or Advocate providing services at River Oak. If you have concerns about the quality of care your family is receiving and wish to file a complaint, please contact Roland Udy, Compliance Officer at:

E-Mail: [rudu@riveroak.org](mailto:rudu@riveroak.org)

Phone: (916) 609-5147

Mail: Compliance Officer  
River Oak Center for Children  
5445 Laurel Hills Drive  
Sacramento, CA 95841

River Oak and The Board of Behavioral Science receives and responds to complaints regarding services provided within the scope of practice of Marriage and Family Therapists, Licensed Educational Psychologists, Clinical Social Workers, and Professional Clinical Counselors. You may contact Roland Udy at River Oak with the contact information listed above and/or the Board online at [www.bbs.ca.gov](http://www.bbs.ca.gov) or by calling (916) 547-7830.

River Oak Center for Children is currently accredited by The Joint Commission. The Joint Commission uses information from a variety of sources to improve the quality and safety being provided by the health care organizations it accredits and certifies. You may file a complaint concerning River Oak Center for Children's business or clinical practices by contacting the Joint Commission's Officer of Quality Monitoring. You may use one of the following options to report your complaint:

E-Mail: [complaint@jointcommission.org](mailto:complaint@jointcommission.org)

Phone: (800) 994-6610

Fax: (630) 792-5636

Mail: Officer of Quality Monitoring  
The Joint Commission  
One Renaissance Boulevard  
Oakbrook Terrace, Illinois 60181