

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 Scott Becker, Compliance Officer at:

E-Mail: sbecker@riveroak.org

Phone: (916) 609-5100

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 Scott Becker at River Oak with the contact information listed above and/or the Board online at 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

Phone: (800) 994-6610

Fax: (630) 792-5636

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