

There are other departments that you may contact for concerns regarding the following:

(To search for a specific term/keyword, Windows Users can use “Ctrl” + “F”. Mac users can use “command” + “F”)

A

Agent/Broker

Agent/Broker Complaint

To file a complaint against a specific broker or agent you may contact the California Department of Insurance at:

Department of Insurance
300 South Spring Street South Tower
Los Angeles, CA 90013
Telephone: 1-800-927-4357
www.insurance.ca.gov

C

Civil Rights Violation(s)

Discrimination

To file a complaint related to discrimination, you may contact the Health and Human Services Office of Civil Rights at:

Centralized Case Management Operations
U.S. Department of Health and Human Services
200 Independence Avenue, S.W.
Room 509F HHH Building
Washington, D.C. 20201
Telephone: 1-800-368-1019
www.hhs.gov/ocr

HIPAA

To file a complaint related to a HIPAA violation, you may contact the Health and Human Services Office of Civil Rights at:

Centralized Case Management Operations
U.S. Department of Health and Human Services
200 Independence Avenue, S.W.
Room 509F HHH Building
Washington, D.C. 20201
Telephone: 1-800-368-1019
www.hhs.gov/ocr

D

Dental

Dentist or Dental Assistant

To file a complaint against a specific dentist, you may contact the Dental Board of California at:

Dental Board of California
2005 Evergreen Street, Suite 1150
Sacramento, CA 95815
Telephone: 1-916-263-2300
www.dbc.ca.gov

Dental Hygienist

To file a complaint against a specific dental hygienist, you may contact the Dental Hygiene Committee of California at:

Dental Hygiene Board of California
2005 Evergreen Street, Suite 1350
Sacramento, CA 95815
Telephone: 1-916-263-1978
www.dhbc.ca.gov

Oral Surgeon

To file a complaint against an oral surgeon, you may contact the Dental Board of California at:

Dental Board of California
2005 Evergreen Street, Suite 1150
Sacramento, CA 95815
Telephone: 1-916-263-2300
www.dbc.ca.gov

Orthodontist

To file a complaint against an orthodontist, you may contact the Dental Board of California at:

Dental Board of California
2005 Evergreen Street, Suite 1150
Sacramento, CA 95815
Telephone: 1-916-263-2300
www.dbc.ca.gov

Doctor/Physician/Provider (should be searchable under "D" and "P")

Acupuncturist

To file a complaint against an acupuncturist, you may contact the Acupuncture Board of California at:

Acupuncture Board of California
1747 N. Market Boulevard, Suite 180
Sacramento, CA 95834
Telephone: 1-916-515-5200
<https://www.acupuncture.ca.gov>

Chiropractor or Chiropractic Corporation

To file a complaint against a chiropractor or chiropractic corporation, you may contact the Board of Chiropractic Examiners at:

California Board of Chiropractic Examiners
1625 N. Market Boulevard, Suite N-327
Sacramento, CA 95834
Telephone: 1-916-263-5355
www.chiro.ca.gov

Doctor/Medical Doctor/Physician

To file a complaint against a doctor, you may contact the Medical Board of California at:

Medical Board of California
Central Complaint Unit
2005 Evergreen Street, Suite 1200
Sacramento, CA 95815
Telephone: 1-916-263-2382
www.mbc.ca.gov

Electrologist

To file a complaint against an electrologist, you may contact the California Department of Consumer Affairs, Board of Barbering and Cosmetology at:

Board of Barbering and Cosmetology
P.O. Box 944226
Sacramento CA, 94244-2260
Telephone: 1-800-952-5210
www.barbercosmo.ca.gov

Esthetician

To file a complaint against an esthetician, you may contact the California Department of Consumer Affairs, Board of Barbering and Cosmetology at:

Board of Barbering and Cosmetology
P.O. Box 944226
Sacramento CA, 94244-2260
Telephone: 1-800-952-5210
www.barbercosmo.ca.gov

Kinesiological Electromyographer

To file a complaint against a kinesiological electromyographer, you may contact the Physical Therapy Board of California at:

2005 Evergreen Street, Suite 2600
Sacramento, CA 95815
Telephone: 1-916-561-8215
www.ptbc.ca.gov

Medical Assistant

To file a complaint against a medical assistant, you may contact the Medical Board of California at:

Medical Board of California
Central Complaint Unit
2005 Evergreen Street, Suite 1200
Sacramento, CA 95815
Telephone: 1-916-263-2382
www.mbc.ca.gov

Naturopathic Doctor

To file a complaint against a naturopathic doctor, you may contact the California Board of Naturopathic Medicine at:

Telephone: 1-916-928-4785
www.naturopathic.ca.gov

Osteopathic Physician

To file a complaint against an osteopathic physician, you may contact the Osteopathic Medical Board of California at:

Osteopathic Medical Board of California
1300 National Drive, Suite 150
Sacramento, CA 95834-1991
Telephone: 1-916-928-8390
www.ombc.ca.gov

Physician, Physician Assistant, or Supervising Physician Assistant

To file a complaint against a physician or physician assistant or supervising physician assistant, you may contact the Medical Board of California at:

Medical Board of California
Central Complaint Unit
2005 Evergreen Street, Suite 1200
Sacramento, CA 95815
Telephone: 1-916-263-2382
www.mbc.ca.gov

Podiatrist/Foot Doctor

To file a complaint against a podiatrist/foot doctor, you may contact the Podiatric Medical Board of California at:

Podiatric Medical Board of California
Enforcement Program
2005 Evergreen Street, Suite 1200
Sacramento, CA 95815-5401
Telephone: 1-916-263-2528

www.pmbc.ca.gov

Polysomnographic Trainees, Technicians, and Technologists

To file a complaint against a polysomnographic trainee, technician, or technologist, you may contact the Medical Board of California at:

Medical Board of California
Central Complaint Unit
2005 Evergreen Street, Suite 1200
Sacramento, CA 95815
Telephone: 1-916-263-2382
www.mbc.ca.gov

Respiratory Care Practitioner

To file a complaint against a respiratory care practitioner, you may contact the Respiratory Care Board at:

Respiratory Care Board
3750 Rosin Court, Suite 100
Sacramento, CA 95834
Telephone: 1-866-375-0386
www.rcb.ca.gov

Ringside Physician

To file a complaint against a ringside physician, you may contact the California State Athletic Commission at:

California State Athletic Commission
2005 Evergreen Street, Suite 2010
Sacramento, CA 95815
Telephone: 1-916-263-2195
www.dca.ca.gov/csac

Surgeon

To file a complaint against a surgeon, you may contact the Medical Board of California at:

Medical Board of California
Central Complaint Unit
2005 Evergreen Street, Suite 1200
Sacramento, CA 95815
Telephone: 1-916-263-2382
www.mbc.ca.gov

F

Food illness

Food Complaints Involving Illness or Injury

To file a complaint related to foods served or sold at retail food facilities that involve illness or injury, you may contact the California Department of Public Health Food and Drug Branch at:

California Department of Public Health
Food and Drug Branch
P.O. Box 997435, MS 7602
Sacramento, CA 95899
Telephone: 1-916-440-7880
Toll Free: 1-800-495-3232
www.cdph.ca.gov

H **Health Coverage**

Covered California (Affordable Care Act)

To file a complaint related to Covered California, you may contact Covered California at:

Telephone: 1-800-300-1506
www.coveredca.com

Medi-Cal

To file a complaint related to Medi-Cal, you may contact the Department of Health Care Services Office of the Ombudsman at:

Telephone: 1-888-452-8609
www.dhcs.ca.gov

Medicare

To file a complaint related to Medicare, you may contact Medicare at:

Telephone: 1-800-633-4227
www.Medicare.gov

You may contact the Centers for Medicare and Medicaid online at:

www.cms.gov

Veterans Affairs

To file a complaint related to Veterans Affairs, you may contact the Department of Veterans Affairs, Office of the Inspector General at:

VA Inspector General Hotline (53H)
810 Vermont Avenue, NW
Washington, DC 20420
Telephone: 1-800-488-8244
www.va.gov

Workers' Compensation

To file a complaint related to a work-related injury, you may contact the California Department of Insurance at:

Department of Insurance
300 South Spring Street South Tower
Los Angeles CA 90013
Telephone: 1-800-927-4357
www.insurance.ca.gov

You may also contact the California Department of Industrial Relations at:

Department of Industrial Relations
Division of Workers' Compensation - Medical Unit
P. O. Box 71010
Oakland, CA 94612
Telephone: 1-800-736-7401
www.dir.ca.gov

Health Plan Regulators**Federal Employer Plan**

To file a complaint related to a federal employer and/or federal employer plan, you may contact the U.S. Office of Personnel Management at:

U.S. Office of Personnel Management
1900 E Street, NW
Washington, DC 20415-1000
Telephone: 1-202-606-1800
www.opm.gov

You may also contact the Department of Labor, Employee Benefits Security Administration at:

Department of Labor, EBSA
200 Constitution Ave NW
Washington, DC 20210
Telephone: 1-866-487-2365
www.dol.gov

HMO Health Plans

To file a second level complaint against an HMO health plan, you may contact the California Department of Managed Health Care at:

Department of Managed Health Care
980 9th Street, Suite 500
Sacramento, CA 95814-2725
Telephone: 1-888-466-2219
www.dmhca.ca.gov

Medi-Cal State Fair Hearing

If you disagree with an action taken by the County or by the State Department of Health Care Services about your Medi-Cal coverage, you may contact the California Department of Social Services at:

California Department of Social Services
State Hearings Division
P.O. Box 944243, Mail Station 21-37
Sacramento, California 94244-2430
Fax: 1-800-743-8525
Telephone: 1-916-651-8848
www.cdss.ca.gov

PPO Health Plan

To file a second level complaint against an PPO health plan, you may contact the California Department of Managed Health Care at:

Department of Managed Health Care
980 9th Street, Suite 500
Sacramento, CA 95814-2725
Telephone: 1-888-466-2219
www.dmhca.ca.gov

You may also contact the California Department of Insurance at:

Department of Insurance
300 South Spring Street South Tower
Los Angeles, CA 90013
Telephone: 1-800-927-4357
Telephone: 1-916-492-3500
www.insurance.ca.gov

Hearing**Audiologist or Audiology Aid**

To file a complaint against an audiologist, you may contact the Speech-Language Pathology and Audiology and Hearing Aid Dispensers Board at:

Speech-Language Pathology and Audiology and Hearing Aid Dispensers Board
1601 Response Road, Suite 260
Sacramento, CA 95815
Telephone: 1-916-287-7915
www.speechandhearing.ca.gov

Hearing Aid Dispenser

To file a complaint against a hearing aid dispenser, you may contact the California Department of Public Health at:

Speech-Language Pathology and Audiology and Hearing Aid Dispensers
Board
1601 Response Road, Suite 260
Sacramento, CA 95815
Telephone: 1-916-287-7915
www.speechandhearing.ca.gov

M

Medical Equipment

Durable Medical Equipment

To file a complaint against a specific Medical Device or HMDR Products, you may contact the California Department of Public Health Food and Drug Branch at:

California Department of Public Health
Food and Drug Branch
P.O. Box 997435, MS 7602
Sacramento, CA 95899
Telephone: 1-800-495-3232
www.cdph.ca.gov

Medical Facilities

Hospital or Health Care Facility

To file a complaint against a health care facility, you may contact the California Department of Public Health at:

California Department of Public Health
Consumer Information System
Telephone: 1-800-236-9747
www.cdph.ca.gov

You may also contact the Medical Board of California at:

Medical Board of California
Central Complaint Unit
2005 Evergreen Street, Suite 1200
Sacramento, CA 95815
Telephone: 1-916-263-2382
www.mbc.ca.gov

Skilled Nursing Facility

To file a complaint against a skilled nursing facility, you may contact the California Department of Public Health at:

California Department of Public Health
Consumer Information System
Telephone: 1-800-236-9747
General Public Information: 1-916-558-1784
www.cdph.ca.gov

You may also contact the California Department of Social Services at:

California Department of Social Services
State Hearings Division
P.O. Box 944243, Mail Station 21-37
Sacramento, California 94244-2430
Telephone: 1-916-651-8848
www.cdss.ca.gov

You may also contact the California Department of Aging at:

California Department of Aging
2880 Gateway Oaks Drive, Suite 200
Sacramento, CA 95833
Telephone: 1-800-231-4024
www.aging.ca.gov

Mental Health

Clinical Social Worker

To file a complaint against a clinical social worker, you may contact the Board of Behavioral Sciences at:

California Department of Consumer Affairs
Board of Behavioral Sciences
1625 North Market Boulevard, Suite S200
Sacramento, CA 95834
Telephone: 1-916-574-7830
www.bbs.ca.gov

Licensed Educational Psychologist

To file a complaint against a Licensed Educational Psychologist, you may contact the Board of Behavioral Sciences at:

California Department of Consumer Affairs
Board of Behavioral Sciences
1625 North Market Boulevard, Suite S200
Sacramento, CA 95834
Telephone: 1-916-574-7830
www.bbs.ca.gov

Psychologist or Psychological Assistant

To file a complaint against a psychologist or psychological assistant, you may contact the California Board of Psychology at:

Board Of Psychology
1625 North Market Boulevard, Suite N-215
Sacramento, CA 95834
Telephone: 1-916-574-7720
www.psychology.ca.gov

Psychiatric Technician/PT

To file a complaint against a psychiatric technician, you may contact the Board of Vocational Nursing and Psychiatric Technicians at:

Board of Vocational Nursing and Psychiatric Technicians
2535 Capital Oaks Drive, Suite 205
Sacramento, CA 95833-2945
Telephone: 1-916-263-7800
www.bvnpt.ca.gov

Research Psychoanalyst

To file a complaint against a research psychoanalyst, you may contact the Medical Board of California at:

Medical Board of California
Central Complaint Unit
2005 Evergreen Street, Suite 1200
Sacramento, CA 95815
Telephone: 1-916-263-2382
www.mbc.ca.gov

Medical records

Medical Records Dispute

For complaints or concerns about the accuracy of your medical records, there are two available options under the law:

Under California law, you may provide a written addendum concerning any item or statement you believe is incomplete or inaccurate. For additional information, you may visit:

<https://www.mbc.ca.gov/FAQs/?cat=Consumer&topic=Complaint:%20Medical%20Records>

Under federal law, you can request that your health care provider or health plan amend your medical records if you believe they are incomplete or inaccurate. For further information, you may visit:

<https://www.hhs.gov/guidance/document/consumers-your-medical-records>

N

Nurse

Certified Nursing Assistants (CNAs), Hemodialysis Technicians (CHTs), and Home Health Aides (HHAs)

To file a complaint against a CNA, CHT or HHA, you may contact the California Department of Public Health at:

Investigation Branch/Investigation Section
PO Box 997416, MS 3303
Sacramento, CA 95899-7416
Telephone: 1-916-445-4423
www.cdph.ca.gov

Licensed Vocational Nurse/LVN

To file a complaint against a Licensed Vocational Nurse, you may contact the Board of Vocational Nursing and Psychiatric Technicians at:

Board of Vocational Nursing and Psychiatric Technicians
2535 Capital Oaks Drive, Suite 205
Sacramento, CA 95833-2945
Telephone: 1-916-263-7800
www.bvnpt.ca.gov

Midwife

To file a complaint against a midwife, you may contact the Medical Board of California at:

Medical Board of California
Central Complaint Unit
2005 Evergreen Street, Suite 1200
Sacramento, CA 95815
Telephone: 1-916-263-2382
www.mbc.ca.gov

Nurse (Public or Mental Health), Nurse Anesthetist, Nurse Midwife, Nurse Practitioner or Nurse Specialist

To file a complaint against a nurse, you may contact the Board of Registered Nursing at:

Board of Registered Nursing
PO Box 944210
Sacramento, CA 94244-2100
Telephone: 1-916-322-3350
www.rn.ca.gov

Nursing Home Administrators (NHAs)

To file a complaint against a nursing home administrator, you may contact the California Department of Public Health at:

NHAP Complaints
PO Box 997416, MS 3302
Sacramento, CA 95899-7416
Telephone: 1-916-552-8780
www.cdph.ca.gov

Registered Nurse/RN

To file a complaint against a nurse, you may contact the California Board of Registered Nursing at:

Board of Registered Nursing
P.O. Box 944210
Sacramento CA 94244-2100

Telephone: 1-916-322-3350
www.rn.ca.gov

P
Pharmacy

Pharmacist, Pharmacy, Pharmacy Technician, Pharmaceutical Distributor, or Wholesaler

To file a complaint against a specific pharmacy, you may contact the California Board of Pharmacy at:

California State Board of Pharmacy
Attention: Complaint Unit
2720 Gateway Oaks Drive, Suite 100
Sacramento, CA 95833
Telephone: 1-916-518-3100
www.pharmacy.ca.gov

Physician/Provider/Doctor

Acupuncturist

To file a complaint against an acupuncturist, you may contact the Acupuncture Board of California at:

Acupuncture Board of California
1747 N. Market Boulevard, Suite 180
Sacramento, CA 95834
Telephone: 1-916-515-5200
<https://www.acupuncture.ca.gov>

Chiropractor or Chiropractic Corporation

To file a complaint against a chiropractor or chiropractic corporation, you may contact the Board of Chiropractic Examiners at:

California Board of Chiropractic Examiners
1625 N. Market Boulevard, Suite N-327
Sacramento, CA 95834
Telephone: 1-916-263-5355
www.chiro.ca.gov

Doctor/Medical Doctor/Physician

To file a complaint against a doctor, you may contact the Medical Board of California at:

Medical Board of California
Central Complaint Unit
2005 Evergreen Street, Suite 1200
Sacramento, CA 95815
Telephone: 1-916-263-2382
www.mbc.ca.gov

Electrologist

To file a complaint against an electrologist, you may contact the California Department of Consumer Affairs, Board of Barbering and Cosmetology at:

Board of Barbering and Cosmetology
P.O. Box 944226
Sacramento CA, 94244-2260
Telephone: 1-800-952-5210
www.barbercosmo.ca.gov

Esthetician

To file a complaint against an esthetician, you may contact the California Department of Consumer Affairs, Board of Barbering and Cosmetology at:

Board of Barbering and Cosmetology
P.O. Box 944226
Sacramento CA, 94244-2260
Telephone: 1-800-952-5210
www.barbercosmo.ca.gov

Kinesiological Electromyographer

To file a complaint against a kinesiological electromyographer, you may contact the Physical Therapy Board of California at:

2005 Evergreen Street, Suite 2600
Sacramento, CA 95815
Telephone: 1-916-561-8215
www.ptbc.ca.gov

Medical Assistant

To file a complaint against a medical assistant, you may contact the Medical Board of California at:

Medical Board of California
Central Complaint Unit
2005 Evergreen Street, Suite 1200
Sacramento, CA 95815
Telephone: 1-916-263-2382
www.mbc.ca.gov

Naturopathic Doctor

To file a complaint against a naturopathic doctor, you may contact the California Board of Naturopathic Medicine at:

Telephone: 1-916-928-4785
www.naturopathic.ca.gov

Osteopathic Physician

To file a complaint against an osteopathic physician, you may contact the Osteopathic Medical Board of California at:

Osteopathic Medical Board of California
1300 National Drive, Suite 150
Sacramento, CA 95834-1991
Telephone: 1-916-928-8390
www.ombc.ca.gov

Physician, Physician Assistant, or Supervising Physician Assistant

To file a complaint against a physician or physician assistant or supervising physician assistant, you may contact the Medical Board of California at:

Medical Board of California
Central Complaint Unit
2005 Evergreen Street, Suite 1200
Sacramento, CA 95815
Telephone: 1-916-263-2382
www.mbc.ca.gov

Podiatrist/Foot Doctor

To file a complaint against a podiatrist/foot doctor, you may contact the Podiatric Medical Board of California at:

Podiatric Medical Board of California
Enforcement Program
2005 Evergreen Street, Suite 1200
Sacramento, CA 95815-5401
Telephone: 1-916-263-2528
www.pmbc.ca.gov

Polysomnographic Trainees, Technicians, and Technologists

To file a complaint against a polysomnographic trainee, technician, or technologist, you may contact the Medical Board of California at:

Medical Board of California
Central Complaint Unit
2005 Evergreen Street, Suite 1200
Sacramento, CA 95815
Telephone: 1-916-263-2382
www.mbc.ca.gov

Respiratory Care Practitioner

To file a complaint against a respiratory care practitioner, you may contact the Respiratory Care Board at:

Respiratory Care Board

3750 Rosin Court, Suite 100
Sacramento, CA 95834
Telephone: 1-866-375-0386
www.rcb.ca.gov

Ringside Physician

To file a complaint against a ringside physician, you may contact the California State Athletic Commission at:

California State Athletic Commission
2005 Evergreen Street, Suite 2010
Sacramento, CA 95815
Telephone: 1-916-263-2195
www.dca.ca.gov/csac

Surgeon

To file a complaint against a surgeon, you may contact the Medical Board of California at:

Medical Board of California
Central Complaint Unit
2005 Evergreen Street, Suite 1200
Sacramento, CA 95815
Telephone: 1-916-263-2382
www.mbc.ca.gov

I

Therapists

Electroneuromyographer

To file a complaint against an electroneuromyographer, you may contact the Physical Therapy Board of California at:

Physical Therapy Board of California
2005 Evergreen Street, Suite 2600
Sacramento, CA 95815
Telephone: 1-916-561-8215
www.ptbc.ca.gov

Occupational Therapist or Occupational Therapist Assistant

To file a complaint against an occupational therapist, you may contact the California Board of Occupational Therapy at:

Board of Occupational Therapy
1610 Arden Way, Suite 121
Sacramento, CA 95815
Telephone: 1-916-263-2294
www.bot.ca.gov

Physical Therapist or Physical Therapist Assistant

To file a complaint against a specific physical therapist or physical therapist assistant, you may contact the Physical Therapy Board of California at:

Physical Therapy Board of California
2005 Evergreen Street, Suite 2600
Sacramento, CA 95815
Telephone: 1-916-561-8215
www.ptbc.ca.gov

Speech-Language Pathologist

To file a complaint against a speech-language pathologist, you may contact the Speech-Language Pathology and Audiology and Hearing Aid Dispensers Board at:

Speech-Language Pathology and Audiology and Hearing Aid Dispensers Board
1601 Response Road, Suite 260
Sacramento, CA 95815
Telephone: 1-916-287-7915
www.speechandhearing.ca.gov

V
Vision**Contact Lens Dispenser/ Spectacle Lens Dispenser**

To file a complaint against a contact lens dispenser, you may contact the Medical Board of California at:

Medical Board of California
Central Complaint Unit
2005 Evergreen Street, Suite 1200
Sacramento, CA 95815
Telephone: 1-916-263-2382
www.mbc.ca.gov

Ophthalmologist

To file a complaint against an ophthalmologist, you may contact the Medical Board of California at:

Medical Board of California
Central Complaint Unit
2005 Evergreen Street, Suite 1200
Sacramento, CA 95815
Telephone: 1-916-263-2382
www.mbc.ca.gov

Optician/Dispensing Optician

To file a complaint against an optician, you may contact the Medical Board of California at:

Medical Board of California
Central Complaint Unit
2005 Evergreen Street, Suite 1200
Sacramento, CA 95815
Telephone: 1-916-263-2382
www.mbc.ca.gov

Optometrist, Optometry Office, or Corporation

To file a complaint against an optometrist, you may contact the California State Board of Optometry at:

California State Board of Optometry
2450 Del Paso Road, Suite 105
Sacramento, CA 95834
Telephone: 1-916-575-7170
Toll Free: 1-866-585-2666
www.optometry.ca.gov