



WILL LIGHTBOURNE  
DIRECTOR

## FACT SHEET

# Continuing Care Retirement Communities

April 2018

### Resident's Right to Submit a Complaint



EDMUND G. BROWN JR.  
GOVERNOR

The Continuing Care Contracts Section in the Continuing Care Branch (CCB) of the California Department of Social Services, Community Care Licensing has statutory authority and responsibility to accept Continuing Care Retirement Community resident complaints concerning alleged violation(s) of the Continuing Care Contract Statute (HSC section 1770 et seq.). CCB will also review the transfer process for disputed level of care transfers (HSC section 1788(a)(10)(D)).

An example of an alleged violation could include the provider not affording the resident their rights as outlined in HSC section 1771.7 regarding effective channels of communication and to live in an environment that enhances personal dignity, maintains independence, and encourages self-determination.

CCB initiates the investigation process on complaints relating to resident's rights, services-related and financially related complaints within 15 business days of receiving the complaint by sending an acknowledgment notice to the complainant (HSC section 1776.3). CCB will also initiate the transfer review process for disputed level of care transfers (HSC section 1788(a)(10)(D) within 15 business days upon receipt.

The CCB complaint investigation process is as follows:

Step	Process
Receipt of Complaint	Complaints can be received by phone (1-916-654-0591), email ( <a href="mailto:cclcccb@dss.ca.gov">cclcccb@dss.ca.gov</a> ) or mail (744 P Street, MS 8-16-91, Sacramento, CA 95814) and filed by a resident, a resident's responsible party, family member or the public (see contact information on page two).
Assessment	All complaints received will be assessed to determine nature of the complaint and if the allegation is a violation of the Continuing Care Contract statutes. If the complaint involves the nursing home unit, a referral will be made to the Department of Public Health's Licensing & Certification Program.
Investigation	The investigation process can include, but is not limited to the following steps: notification of the complaint to the provider; on-site visit to the CCRC; in-person or telephonic interviews; and requests for additional documentation/information. If a determination is made that CCB does not have jurisdiction, the complainant will be notified and provided with the contact information for the appropriate oversight entity.
Final Action	The CCB will complete the investigation process by issuing a final determination, notifying the provider and the complainant, and take the necessary action(s), including but not limited to: corrective action plan; assessment of fines/fees; and monitoring for compliance. The complainant will be notified in writing as to the final determination, including any plan of correction, within 15 business days of completion of the investigation.



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### **Complainant Appeal Rights**

The decision of the CCB is final and the complaining party does not have an appeal right with the California Department of Social Services. However, the absence of that appeal right does not preclude the complaining party from seeking a remedy by filing a Writ with the Superior Court. If the complaining party is in receipt of new information not previously submitted to CCB, the complaining party can submit the new information for review by CCB.

### **Where to File a CCRC Complaint**

Continuing Care Branch  
744 P Street, MS 8-16-91  
Sacramento, CA 95814  
(916) 654-0591  
[cclccb@dss.ca.gov](mailto:cclccb@dss.ca.gov)

### **Resources**

If you are unsure if there is an alleged violation of the Continuing Care Contract statute or have general questions relating to CCRCs, please contact the Continuing Care Branch (contact information above) to discuss. Our website has changed and now includes other helpful links under the Quick Links heading. You may visit our website at:  
<http://www.cdss.ca.gov/inforesources/Community-Care/Continuing-Care>.