

How to file a complaint for Residential Adult Alcoholism or Drug Abuse Recovery or Treatment Facilities, and counselors

The Department of Health Care Services (DHCS) ensures the provision of quality treatment through the enforcement of standards for professional and safe treatment.

The Licensing and Certification Division (LCD) investigates complaints against California's alcohol and other drug (AOD) recovery and treatment programs. The LCD Compliance Division also investigates violations of the code of conduct of registered or certified AOD counselors. Alcohol or Drug Abuse Recovery or Treatment Facilities licensed or certified by DHCS are required to report counselor misconduct to DHCS within 24 hours of the violation. Title 9, California Code of Regulations, Section 13065 states the following:

Within 24 hours of the time an alleged violation of the code of conduct specified in Section 13060 by a registrant or a certified AOD counselor becomes known to an AOD program, the program shall report it to the Department and to the registrant or counselor's certifying organization.

Filing a complaint

If you wish to file a complaint about a licensed, certified AOD drug service provider OR a registered or certified counselor you can do so via mail, fax, or by using the online [Complaint Form](#).

Complainants will not be automatically notified of the outcome of a complaint. However, a complainant may request the outcome upon closure of the investigation, and a Public Records Act (PRA) request will be initiated on the complainant's behalf. If you are not the complainant and would like information regarding the outcome of a complaint after it is closed, please submit a PRA request. For more information on the PRA process, please visit the [Public Records Act](#) home page.

Please complete the [Complaint Form](#) and submit online. You may also print the form and mail or FAX to:

Department of Health Care Services
Licensing and Certification Division
P.O. Box 997413, MS 2601
Sacramento, CA 95899-7413
Toll Free (877) 685-8333
Fax: (916) 440-5094

E-mail: sudcomplaints@dhcs.ca.gov

Complaints for Residential Adult Alcoholism or Drug Abuse Recovery or Treatment Facilities may also be made by telephoning the appropriate licensing branch listed below:

LCD Compliance Division

Public Number: (916) 322-2911
Toll Free Number: (877) 685-8333

To verify DHCS licensed or certified programs, please check the Licensing and Certification Branch Directory.

Driving Under the Influence (DUI) Program

For complaints pertaining to the Driving Under the Influence (DUI) Program complete the online Complaint Form. You may contact the DUI Program Branch directly:

Public Number: (916) 322-2964

FAX Number: (916) 440-5229

[Complaint Form](#)

Narcotic Treatment Program (NTP)

For complaints pertaining to a Narcotic Treatment Program (NTP) complete the online Complaint Form. You may contact the NTP Branch:

Public Number: (916) 322-6682

Fax Number: (916) 440-5230

[Complaint Form](#)

Sober Living/Transitional Housing

There are some residential facilities that do not provide AOD services and do not require licensure by the Department of Health Care Services (DHCS). These include cooperative living arrangements with a commitment or requirement to be free from alcohol and other drugs, sometimes referred to as a sober living environment, a sober living home, transitional housing, or alcohol and drug free housing. It is important to note that while sober living environments or alcohol and drug free housing are not required to be licensed by DHCS, they may be subject to other types of permits, clearances, business taxes or local fees which may be required by the cities or counties in which they are located.

DHCS does not license, certify, or investigate complaints against sober living/transitional living homes.