# Grievance and Complaint Process

Grievance and Complaint Process · Version v3.0.2 · Effective date: November 24, 2026

If you have a problem with BARO FMS, please tell us. This page explains how to file a grievance, what BARO does, and how long each step takes.

## 1 Who can file, and about what

- **Anyone can file:** participants, legal representatives, participants' workers (employees), service providers, and others.
- **About what:** any problem with BARO's services or staff. For someone outside BARO, see Section 7.
- Filing is free. You may file at any time, and someone you choose may file for you.
- You receive this process when you enroll (workers and service providers, when they start) and whenever it changes. It is posted on www.barofms.org, and anyone may ask for a free copy, which we send within 1 business day.

> **No retaliation.** BARO never treats you differently, and never reduces, delays, or ends a service, payment, or job, because you filed a grievance.

## 2 How to file

| Way | How |
|---|---|
| **Phone (toll-free)** | (855) 955-2276 — Monday–Friday, 9:00 a.m.–5:00 p.m. Pacific Time, closed on California state holidays. Voicemail at all other times. |
| **Relay** | Dial 711 (California Relay Service), or call our toll-free number through any FCC-certified Video Relay Service (VRS) or captioned telephone service. |
| **Email** | info@barofms.org — please write "Grievance" in the subject line. |
| **Secure upload link** | For personal, health, or payment information, use the personal encrypted upload link BARO sends each participant, legal representative, and worker at enrollment. Others can ask BARO to send a secure upload link. We answer by encrypted email. |
| **BARO Portal (once the BARO Portal opens)** | Sign in and open a **Case Report** (secure). Until the portal opens, use the secure upload link. |
| **Mail** | BARO FMS, Inc., 580 California Street, Suite 1200, San Francisco, CA 94104 |
| **Video meeting** | Ask by phone or email (or through the BARO Portal, once it opens), and we set up a time. |
| **Written form** | The Grievance Form (Attachment 1), or a letter in any format. |

You may file in Korean, English, or any other language. BARO provides an interpreter **at no cost**, and BARO staff can help you write your grievance down.

> **Need another way?**
> Tell us anytime. It's free. If the secure upload link, or the BARO Portal once it opens, is hard to use, we'll help you by phone, and we can set up another way if you need one.

## 3 What BARO does, and when

| Step | What happens | When |
|---|---|---|
| 1. We log it | BARO staff record your grievance with a case number. | The day we receive it |
| 2. We confirm | We send you written confirmation that we received it. | Within **1 business day** |
| 3. We investigate | BARO's Internal Control Specialist reviews the records and talks with the people involved. Staff named in your grievance never investigate. | — |
| 4. We decide | BARO's Director decides the outcome. | — |
| 5. We reply | You receive a written resolution. | Target **30 calendar days**; never later than **60 calendar days** after we receive it |

- If we need more than 30 calendar days, we tell you in writing.
- If your grievance is about BARO's Director, BARO's Internal Control Specialist investigates and decides it. If your grievance is about BARO's Internal Control Specialist, BARO's Director investigates and decides it.

## 4 Written resolution and corrective action plan

The written resolution tells you what we found and what we decided. If your grievance is substantiated (we find it is true), it includes a **corrective action plan** that lists each action, the person responsible, and the completion date. We tell you when the plan is complete. Your case closes only after BARO's Internal Control Specialist confirms that every action is done.

**If you disagree,** you may ask BARO's Director to review the resolution. You receive a written reply within **15 calendar days** after we receive your request. If your grievance is about BARO's Director, the Internal Control Specialist's decision is BARO's final decision, and your next step is the outside processes in Section 6. You may also use the outside processes in Section 6 at any time.

## 5 Confidentiality

Grievance investigations are confidential under California Welfare and Institutions Code (WIC) §4514. BARO shares information only with the people who need it to investigate or resolve your grievance, or as the law requires. Grievance files are kept separate from payroll and service records.

## 6 Your rights complaint options

These state processes are separate from BARO's process. You may use them at any time.

| Process | How it works |
|---|---|
| **Rights complaint (WIC §4731)** | If you believe your rights were violated, file with your regional center's Clients' Rights Advocate (form DS 255 or a signed letter), who investigates and proposes a resolution. If it is not resolved, you may send it to your regional center director, who answers in writing within 20 working days. If you are still not satisfied, you may send it to the DDS Director within 15 working days; the DDS Director decides within 45 days. |
| **Fair hearing (WIC §4710.5)** | If you disagree with a regional center decision about your services, you may appeal through a fair hearing. Ask your service coordinator. |
| **Help** | Clients' Rights Advocate (ask your regional center) · Office of the Developmental Services Ombudsperson (1-877-658-9731) · DDS Office of Community Appeals and Resolutions (833-538-3723, Appeals@dds.ca.gov) |

The DDS process may change. If it changes, BARO will tell you in writing before the change takes effect. More information: the Department of Developmental Services (DDS) **"Appeals and Complaints"** page at www.dds.ca.gov.

## 7 Concerns about someone outside BARO

BARO staff tell you where to go, help you make the contact if you want, and record the referral.

| If your concern is about | Where to go |
|---|---|
| **Your budget or service decisions** | Your regional center service coordinator |
| **A violation of your rights** | Your regional center's Clients' Rights Advocate (rights complaint, Section 6) |
| **A service provider's conduct** | The provider and your regional center |
| **Suspected abuse or neglect** | County Adult or Child Protective Services; BARO also reports it to your regional center as a special incident. In an emergency, call 911. |
| **Wages** | California Labor Commissioner (or a grievance with BARO, for wages paid through BARO) |
| **Discrimination** | California Civil Rights Department |

## 8 Reporting

Every six months (January–June and July–December), BARO sends a grievance and complaint report that summarizes every grievance and complaint and the actions BARO took, with no participant names, to DDS, to each participant's regional center, and to San Diego Regional Center (SDRC) within 30 calendar days after the period ends.

## Attachment 1 — Grievance Form

You can also file by phone, email, your secure upload link, video meeting, or letter, or through the BARO Portal (Case Report) once the BARO Portal opens. Filing is free and will never affect your services, payments, or job.

| | | | |
|---|---|---|---|
| **Your name** | | **Date** | |
| **Phone** | | **Email** | |
| **Mailing address** | | | |
| **You are** | ☐ Participant ☐ Legal representative ☐ Worker ☐ Service provider ☐ Other: _____ | **Participant's name (if not you)** | |
| **Best way to reach you** | ☐ Phone ☐ Email ☐ Mail ☐ BARO Portal (once it opens) | **Preferred language** | ☐ English ☐ Korean ☐ Other: _____ |

**What happened?** (dates, people involved, what you were told)

_____
_____
_____
_____

**What would you like BARO to do?**

_____
_____

**Language or other help** — ☐ I would like a free interpreter. ☐ I need another way to communicate or file (please describe): _____

| | | | |
|---|---|---|---|
| **Signature** | | **Date** | |

Send to: info@barofms.org (subject "Grievance") · your secure upload link · BARO FMS, Inc., 580 California Street, Suite 1200, San Francisco, CA 94104 · (855) 955-2276 · BARO Portal → Case Report (once the BARO Portal opens)