

If you believe that your regional center, developmental center, or another provider has violated your rights, you can file a Section 4731 complaint to ask them to stop violating your rights (and the rights of others).

To file a complaint, you can:

Fill out the complaint form at: www.dds.cahwnet.gov/Forms/docs/DS255.pdf, or

Write a letter using the instructions below.

How to Write a Section 4731 Complaint

Use the text below as a guide. Fill in the underlined areas with your information.

Today's Date

Executive Director, Regional Center

[Write the regional center's address here. You can find the address in Supplement Y.]

Dear Director:

This is a "WIC, § 4731 complaint" about a pattern and practice that violates rights guaranteed by the Lanterman Act.

This complaint is on behalf of [list consumer's name here], and all other regional center consumers in a similar situation.

[Consumer's name] is a [age] year old with a [describe the type of disability] disability. [Describe the services and supports the consumer receives now.]

[Describe the services and supports the consumer is requesting and explain why the consumer needs them.]

[Describe why the provider will not provide these services or supports.]

[Explain which policy or practice violates the consumer's rights. For example, are the services you receive based on a policy instead of on the consumer's individual needs?]

[Explain how your complaint can be settled.]

Please investigate this complaint and respond to me within 20 business days.

If you have any questions, you may contact me at the number listed below.

Sincerely,

[Consumer's name – or the name of the person writing on behalf of the consumer]

[Consumer's address and phone number – or the address and phone number of the person writing on behalf of the consumer]