

Residential Care Facilities for the Elderly (RCFE) Complaint Form

Name of Person Filing Complaint _____

Address _____

City _____ State _____ Zip _____

Daytime Phone Number _____ Evening Tel. # _____

Name of Facility _____ Tel.# _____

Address of Facility _____

City _____ State _____ Zip _____

Name(s) of Resident(s) on Whose Behalf the Complaint is Being Made: _____

Summary of the Complaint: _____

Date(s) of Incident(s) _____

Shift(s) When Incident(s) Occurred: Day Afternoon Night Time(s): _____

Witness(es): _____

Name of Staff Person(s) Involved: _____

Records that Should be Examined: _____

Check ALL that apply:

- I have sent a copy of my complaint to **Community Care Licensing**. (See back for listing.)
- I have sent the **Ombudsman Program** a copy of this complaint.
- I am sending **CANHR** a copy of this complaint.
- I want to know the **name of the investigator** assigned to this complaint.
- I want to **talk with the investigator** before s/he starts the investigation.
- I want my **identity to remain confidential** (i.e. not revealed to care facility).
- I want a **copy of the final complaint report**.

DEPARTMENT OF SOCIAL SERVICES

744 P Street, Sacramento, CA 95814



COMMUNITY CARE LICENSING DIVISION SENIOR CARE PROGRAM OFFICES

NORTHERN CALIFORNIA SENIOR CARE LICENSING OFFICE

Wayne Wilson, Regional Manager
Diane Hoffman, Licensing Program Manager
101 Golf Course Drive, Suite A-230, MS 29-11
Rohnert Park, California 94928
Telephone: (707) 588-5026; FAX: (707) 588-5080
Counties: Humboldt, Del Norte, Marin, Mendocino,
Napa, Solano and Sonoma

Sacramento Senior Care Local Unit

Chris Hicks, Licensing Program Manager
2525 Natomas Park Drive, Suite 270, MS 19-35
Sacramento, California 95833
Telephone: (916) 263-4700; FAX: (916) 263-4744
Counties: El Dorado and Sacramento (Northern Part)

Chico Senior Care Local Unit

Norma Soto-Nannery, Licensing Program Manager
520 Cohasset Road, Suite 6, MS 29-05
Chico, California 95926
Telephone: (530) 895-5033; FAX: (530) 895-5934
Counties: Butte, Colusa, Glenn, Lake, Lassen, Modoc,
Nevada, Placer, Plumas, Shasta, Sierra, Siskiyou, Sutter,
Tehama, Trinity, Yolo and Yuba

Stockton Senior Care Satellite Office

Ralph Jensen, Licensing Program Manager
510 East Magnolia Street, Suite 3, MS 27-15
Stockton, California 95202
Telephone: (209) 948-7343; FAX: (209) 948-7344
Counties: Amador, Calaveras, San Joaquin,
Sacramento (Southern Part), Stanislaus and Tuolumne

CENTRAL CALIFORNIA SENIOR CARE LICENSING OFFICE

Victoria Cowan, Regional Manager
Suzanne Roman-Clark, Licensing Program Manager
Pam Gill, Licensing Program Manager
851 Traeger Avenue, Suite 360, MS 29-16
San Bruno, California 94066
Telephone: (650) 266-8800; FAX: (650) 266-8841
Counties: Alameda, Contra Costa, San Francisco
and San Mateo

Fresno Senior Care Local Unit

Shelley Evans, Licensing Program Manager
770 East Shaw Avenue, Suite 330, MS 29-02
Fresno, California 93710
Telephone: (559) 243-8080; FAX: (559) 243-8088
Counties: Alpine, Fresno, Inyo, Kern, Kings, Madera,
Mariposa, Merced, Mono and Tulare

San Jose Senior Care Local Unit

Susan Meyer, Licensing Program Manager
111 North Market Street, Suite 350, MS 29-07
San Jose, California 95113
Telephone: (408) 277-1289; FAX: (408) 277-2045
Counties: Monterey, San Benito, Santa Clara
and Santa Cruz

GREATER LOS ANGELES SENIOR CARE LICENSING OFFICE

Jo Ann Hirai, Regional Manager
Rebecca Perez, Licensing Program Manager
Jim Tokunaga, Licensing Program Manager
21731 Ventura Boulevard, Suite 250, MS 29-14
Woodland Hills, California 91364
Telephone: (818) 596-4334; FAX: (818) 596-4376
Counties: Los Angeles, Santa Barbara, Ventura,
and San Luis Obispo

Santa Barbara Senior Care Local Unit

Ruben Ramirez, Licensing Program Manager
360 South Hope Avenue, Suite C-105, MS 29-09
Santa Barbara, California 93105
Telephone: (805) 682-7647; FAX: (805) 563-5549
Counties: Santa Barbara, Ventura,
and San Luis Obispo

Culver City Senior Care Local Unit

Kit Chan, Licensing Program Manager
6167 Bristol Parkway, Suite 210, MS 31-09
Culver City, California 90230
Telephone: (310) 568-1807; FAX: (310) 417-3680
Counties: Los Angeles

SOUTHERN CALIFORNIA SENIOR CARE LICENSING OFFICE

Myron Taylor, Regional Manager
Yvette Richards, Licensing Program Manager
7575 Metropolitan Drive, Suite 109, MS 29-06
San Diego, California 92108
Telephone: (619) 767-2300; FAX: (619) 767-2252
Counties: Imperial, Orange, San Diego, Riverside
and San Bernardino

Orange Senior Care Local Unit

Richard Ealy, Licensing Program Manager
Vacant, Licensing Program Manager
770 The City Drive, Suite 7100, MS 29-28
Orange, California 92868
Telephone: (714) 703-2840; FAX: (714) 703-2868
Counties: Orange

Riverside Senior Care Local Unit

Sylvia Lucero, Licensing Program Manager
Karon Brady, Licensing Program Manager
3737 Main Street, Suite 600, MS 29-26
Riverside, California 92501
Telephone: (951) 782-4207; FAX: (951) 782 4967
Counties: Riverside and San Bernardino

STATEWIDE SENIOR CARE PROGRAM OFFICE

BEN PARTINGTON, Program Administrator
Mary Jolls, Staff Services Manager
744 P Street, MS 10-90
Sacramento, CA 95814
Telephone: (916) 657-2592; FAX: (916) 653-9335