



# We're Listening

*share your concerns with us.*

**Customer  
Support Line  
(800) 260-8787**

## Why should I call?

It is important to let us know if you have concerns about the quality of services you received from an agency or its staff. Particularly those concerns that you have not been able to resolve with your service provider directly. We cannot address concerns if we are not aware of them.

## Will I be denied services for reporting a problem?

No. You will not be denied services. Your name and personal information can be kept confidential.

## Can I call anonymously?

Yes.

## Can I contact you through other ways?

Yes.

By Email:

[dhspgrievance@ph.lacounty.gov](mailto:dhspgrievance@ph.lacounty.gov)

On the web:

<http://publichealth.lacounty.gov/dhsp/QuestionServices.htm>

