

**DEPARTMENT OF ALCOHOL AND DRUG PROGRAMS**

1700 K STREET  
SACRAMENTO, CA 95811-4037  
TDD (916) 445-1942  
(916) 322-2911



March 24, 2010

TO: Alcohol and Other Drug Treatment Providers (Providers)

This letter is to inform providers of the newly established toll free number available for reporting complaints, and to remind providers of the requirement and responsibility to report counselor misconduct.

ADP has established a new toll free number for reporting complaints. Providers are encouraged to update all documents, such as admission agreements, posted signs, personal rights flyers, Web sites, or other means utilized to make the toll free number available.

**Toll free complaint number: (877) 685-8333**

In addition to the toll free number listed above, complaints can be submitted to ADP in person, by telephone, in writing, or by any automated or electronic means, such as email or fax, at the following:

Department of Alcohol and Drug Programs  
Program Compliance Branch  
1700 K Street, Second Floor  
Sacramento, CA 95811-4037

(916) 322-2911 (public number)

(916) 445-5084 (fax number)

Email: [LCBcomp@adp.ca.gov](mailto:LCBcomp@adp.ca.gov).

Title 9, California Code of Regulations, Section 13065 requires 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. Such report may be made by contacting the Department and the certifying organization in person, by telephone, in writing, or by any automated or electronic means, such as email or fax.

If you have any questions regarding this letter, please contact Cathy Sorenson, Supervisor, Policy and Planning Unit, Licensing and Certification Division, at (916) 322-4251 or [csorenson@adp.ca.gov](mailto:csorenson@adp.ca.gov). This letter is also available on ADP's Web site at [www.adp.ca.gov](http://www.adp.ca.gov).

A handwritten signature in black ink, appearing to read "D. Steinhart".

DANIEL STEINHART  
Deputy Director  
Licensing and Certification Division



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For energy saving tips, visit the Flex Your Power website at  
<http://www.fypower.org>

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cc: County Alcohol and Drug Program Administrators  
Strategic Local Government Services, LLC  
Director's Advisory Council  
Counselor Certification Advisory Committee

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