

Information & Assistance Unit guide 14

How to file a complaint with the Audit Unit

Use this form to file a complaint against the party providing your workers' compensation benefits if it isn't providing them correctly.

The form gives examples of benefit violations. Read the instructions on the form. Complete, sign and date the form.

The Audit Unit does not resolve disputes about benefits, but it tracks complaints against all workers' compensation claims administrators (insurance companies, self-insured employers and third party administrators) and takes action to make sure the law is followed. While not all complaints result in investigations or audits, it is important for the Audit Unit to hear your complaint.

Please send your completed complaint form to:

DWC Audit Unit
Attention complaint desk
160 Promenade Circle, Suite 340
Sacramento, CA 95834

You may also send a copy to your insurance company. Sometimes this helps resolve a problem.

Because the law requires some things be kept confidential, you will not be informed of the results of your complaint. The Audit Unit will only contact you if you are owed money. Any dispute over benefits must be brought before the Workers' Compensation Appeals Board (WCAB).

✓ [Audit Referral Form](#)

If you need help, call an [Information and Assistance \(I&A\) office](#), or attend a [workshop for injured workers](#). The local I&A phone numbers are attached to this guide. You can get information on a local workshop from the I&A office or on the Web at www.dwc.ca.gov.

The information contained in this guide is general in nature and is not intended as a substitute for legal advice. Changes in the law or the specific facts of your case may result in legal interpretations different than those present here.

When sending documents to a district office, please make sure they are not folded or stapled. Send them in a large manila envelope. Please see the EAMS OCR forms handbook for further instructions.

WORKERS' COMPENSATION APPEALS BOARD DISTRICT OFFICES

<p><u>ANAHEIM. 92806-2131</u> 1065 North Link, Suite 170 Information & Assistance Unit (714) 414-1801</p>	<p><u>SACRAMENTO, 95834-2962</u> 160 Promenade Circle, Suite 300 Information & Assistance Unit (916) 928-3158</p>
<p><u>BAKERSFIELD. 93301-1929</u> 1800 30th Street, Suite 100 Information & Assistance Unit (661) 395-2514</p>	<p><u>SALINAS. 93906-2204</u> 1880 N Main Street, Suites 100 & 200 Information & Assistance (831) 443-3058</p>
<p><u>FRESNO. 93721-2219</u> 2550 Mariposa Street, Suite 4078 Information & Assistance Unit (559) 445-5355</p>	<p><u>SAN BERNARDINO. 92401-1411</u> 464 W Fourth Street, Suite 239 Information & Assistance Unit (909) 383-4522</p>
<p><u>LODI. 95240-6936</u> 3021 Reynolds Ranch Parkway, Suite 130 Information & Assistance Unit (209) 948-7759</p>	<p><u>SAN DIEGO. 92108-4424</u> 7575 Metropolitan Drive, Suite 202 Information & Assistance Unit (619) 767-2082</p>
<p><u>LONG BEACH. 90810-1870</u> 1500 Hughes Way, Suite C203 Information & Assistance Unit (424) 450-2565</p>	<p><u>SAN FRANCISCO. 94102-7014</u> 455 Golden Gate Avenue, 2nd Floor Information & Assistance Unit (415) 703-5020</p>
<p><u>LOS ANGELES. 90013-1105</u> 320 W 4th Street, 9th Floor Information & Assistance Unit (213) 576-7389</p>	<p><u>SAN JOSE. 95110-3718</u> 224 Airport Parkway, Suite 600 Information & Assistance Unit (408) 277-1292</p>
<p><u>MARINA DEL REY. 90292-6902</u> 4720 Lincoln Boulevard, 2nd and 3rd Floors Information & Assistance Unit (310) 482-3820</p>	<p><u>SAN LUIS OBISPO. 93401-8736</u> 4740 Allene Way, Suite 100 Information & Assistance Unit (805) 596-4159</p>
<p><u>OAKLAND. 94612-1499</u> 1515 Clay Street, 6th Floor Information & Assistance Unit (510) 622-2861</p>	<p><u>SANTA ANA. 92707-7704</u> 2 MacArthur Place, Suite 600 Information & Assistance Unit (714) 942-7576</p>
<p><u>OXNARD. 93030-7912</u> 1901 N Rice Avenue, Suite 100 Information & Assistance Unit (805) 485-3528</p>	<p><u>SANTA BARBARA. 93101-7538</u> 130 E Ortega Street Information & Assistance Unit (805) 568-1390</p>
<p><u>POMONA. 91768-1653</u> 732 Corporate Center Drive Information & Assistance Unit (909) 623-8568</p>	<p><u>SANTA ROSA. 95404-4771</u> 50 "D" Street, Suite 420 Information & Assistance Unit (707) 576-2452</p>
<p><u>REDDING. 96002-0940</u> 250 Hemsted Drive, 2nd Floor, Suite B Information & Assistance Unit (530) 225-2047</p>	<p><u>VAN NUYS. 91401-3370</u> 6150 Van Nuys Boulevard, Suite 105 Information & Assistance Unit (818) 901-5374</p>
<p><u>RIVERSIDE. 92501-3337</u> 3737 Main Street, Suite 300 Information & Assistance Unit (951) 782-4347</p>	