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For more information contact:
Ombudsman@oshpd.ca.gov

Comment and Process Review:

The Construction and Plan Review Dispute Resolution Process

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Office of Statewide Health Planning & Development

To enhance our customer service, OSHPD's Facilities Development Division (FDD) has implemented a Comment and Process Review, a dispute resolution process designed to promptly resolve issues between our clients and the Department. The Comment and Process Review provides a clear path to resolve problems whether they occur during our plan review services in the office or out on a construction site in the field.

How to initiate the resolution process:

1. Discuss the issue with the **staff member** assigned to the project, generally your primary contact at OSHPD. If staff doesn't respond within 24 hours or the issue is not being resolved at this level, go to the next step.
2. Elevate issue to the appropriate **supervisor**. (See link below for phone directory) Again, if staff doesn't respond within 24 hours or the issue is not being resolved at this level, go to the next step.
3. Request that the **Deputy Division Chief** mediate the issue. If there is still a dispute go to next step.
4. Appeal the issue to the **Hospital Building Safety Board**.

For a problem concerning plan review contact the following staff:

1. Plan Review Staff member
2. Regional Supervisor
3. Deputy Division Chief

For a problem concerning construction contact:

1. Field Staff member
2. Regional Compliance Officer
3. Deputy Division Chief

For a problem concerning the seismic retrofit program contact:

1. Seismic retrofit staff member
2. Program Supervisor
3. Manager, Operations Support Section, Sacramento office

Contact OSHPD to learn more about the Comment and Process Review:

Any supervisor, either plan review or field staff, can help you with the process. Follow this link to the OSHPD staff phone directory http://www.oshpd.ca.gov/FDD/About_Us/Contact_Us/FDDPhoneList.PDF or call the OSHPD Ombudsman 916-326-3608 for more assistance.