

## HOW TO FILE A COMPLAINT WITH THE AUDIT UNIT

**The Audit Unit of the Division of Workers' Compensation tracks complaints against workers' compensation claims administrators to help in determining which claims administrators are audited.** California Labor Code Section 129 requires the Audit Unit to audit ... insurers, self-insured employers, and third-party administrators to determine if they have met their obligations..." The adjusting locations which are selected for target audit may be selected based on prior audit results or on the Audit Unit's tracking of complaints regarding alleged violations or claims handling practices.

In order to help the Audit Unit track alleged violations for possible audit selection, please send complaints to the **Division of Workers' Compensation, Audit Unit** at any of the following addresses:

**320 West 4th Street, 9th Floor  
Los Angeles, CA 90013-1105**

**2424 Arden Way, Suite 305  
Sacramento, CA 95825-2482**

**455 Golden Gate Avenue, 9th Floor  
San Francisco, CA 94102-3660**

Provide specific details regarding the violation(s) you are reporting, and, if not requesting confidentiality, consider providing a copy of the complaint to the claim's administrator. Please include the following information in your complaint:

1. Claims Administrator Company Name, Address and Telephone Number.
2. Injured Worker Name, Address and Telephone Number.
3. Claim Number and Date of Injury (**injuries prior to 1/1/90 cannot be considered by the Audit Unit**).
- 4 Employer Name.
5. Workers' Compensation Appeals Board Case Number, if applicable.

*PLEASE ATTACH COPIES OF SUPPORTING DOCUMENTATION, IF AVAILABLE.*

Complaints may be filed electronically with the Audit Unit at [dwcauditunit@dir.ca.gov](mailto:dwcauditunit@dir.ca.gov). Any complaint requiring more than 5 pages of supporting documentation should be submitted to the Audit Unit by first class mail.

Because of the volume of complaints received by the Audit Unit and the limited number of audits that can be conducted in any given year, all claims for which complaints are received cannot be audited.

**Because of confidentiality restrictions imposed by Labor Code Section 129, you will not be informed of the results if your claim is audited.**

**Further information about the provision of workers' compensation benefits is available from the Division of Workers' Compensation website:**  
[http://www.dir.ca.gov/DWC/dwc\\_home\\_page.htm](http://www.dir.ca.gov/DWC/dwc_home_page.htm)

