

Have questions or concerns about mental health services?

Looking for a service provider?

Need mental health resources?

Contact Customer Relations

Customer Relations is not a crisis hotline.

If you're in need of emotional support, 988 is available to you:

988 is here if you are:

- In Crisis
- Needing Emotional Support
- Struggling with Substance Use
- Feeling Suicidal
- Worrying About Someone

988 SUICIDE & CRISIS
LIFELINE



Contact Customer Relations

1-800-597-8481
dqm@omh.ny.gov

Customer Relations



A resource for individuals who have questions, concerns, or complaints about mental health services in New York State



Office of
Mental Health

Customer Relations is the main point of contact for the Office of Mental Health (OMH). This office provides information, resources and accepts complaints or concerns about mental health services.

Contact Customer Relations

1-800-597-8481
dqm@omh.ny.gov

Hours of Operation

Customer Relations is staffed Monday through Friday from 9 AM - 6 PM, excluding holidays.

Translation Services Available

Relay users, please dial:
7-1-1 or 1-800-622-1220

What do I do if I have an unresolved complaint about a mental health provider?

If you feel that your issue has not been properly addressed by your mental health provider, contact Customer Relations.

Individuals contacting Customer Relations with complaints will be asked to share any known details such as:

- Name of the individual receiving services.
- Contact Information
- Program name and location

Please Note: *Allegations of Abuse & Neglect should be directed to the New York State Justice Center for the Protection of People with Special Needs at 1-855-373-2122.*

What does Customer Relations do with a complaint?

If your mental health provider is licensed by OMH, they are required to have a designated department to address complaints that are reported to Customer Relations. Generally, complaints are referred to OMH Field Offices or Psychiatric Centers for follow up. Customer Relations ensures that each complaint has been addressed.

All information collected by Customer Relations is considered protected health information.

