

**Have questions
about mental
health services?**

**Not sure
who to call?**

**Not happy
with the services
you're getting?**

**Looking for
a service
provider?**

Have a complaint?

**Give us a call
at Customer
Relations**

1-800-597-8481

New York State Office of Mental Health
44 Holland Avenue
Albany, NY 12229

New York State
Office of Mental Health

Customer Relations

1-800-597-8481

**A toll-free resource
for people who have
questions or complaints
about mental health
services in New York**



New York State
David A. Paterson, Governor

Office of Mental Health
Michael F. Hogan, Ph.D., Commissioner

New York State
omh
Office of Mental Health

THE Office of Mental Health's Customer Relations Department receives approximately 600 telephone calls each month.

Most are from people looking for information, but some callers are looking for help with a specific situation, while others are calling with a complaint.

Customer Relations is staffed Monday through Friday from 9:00 am until 4:00 pm, and is supplemented by an answering machine which is available 24 hours a day, seven days a week. The answering machine will also pick up if the operators are busy with other callers. Individuals who leave a message will be contacted by Customer Service staff before the end of the next business day.

What do I do if I have a complaint?

If your complaint is about services you or someone you know is receiving, we suggest that you:

- First, speak with the person providing the services. This may be the consumer's Personal Service Coordinator, Primary Therapist or Case Worker;
- If you are not happy with how the issue is being handled by that person, we suggest that you next speak with the person in charge of the program. This could be a Program Manager or an Executive Director;
- If you still feel your issue hasn't been addressed properly, call

Customer Relations toll free at
1-800-597-8481.

What does Customer Relations do with a complaint?

Generally, complaints are referred to field staff or to consultants for investigation. We attempt to complete all investigations within 30 days.

Are complaints helpful?

Yes! Complaints provide the Office of Mental Health with feedback about services and how they are provided. Complaints may highlight needed changes in the agency's policy, menu of services or method of providing services, or may show the need for staff training and development.

