Chautauqua County Department of Mental Hygiene

Problem or Complaint Resolution

Clients have the right and the ability to voice concerns regarding treatment, which may include, but are not limited to, complaints regarding treatment, access to care, billing involvement in the treatment planning process, and discharge arrangements.

1. Contact your primary therapist as the first step to complaint resolution. The therapist will respond in the session and identify for the client how to resolve the complaint or what will be the next step at the time of the complaint.

2. If the meeting with your therapist does not actually result in satisfactory action, please request a meeting with the Clinic Director to review the complaint. The Clinic Director or designee will respond to the complaint within 3 business days.

Clinic Directors

Jamestown Clinic	Tamie Coleman	716-661-8330
Dunkirk Clinic	Victoria Fred	716-363-3550
School & Pediatric Offices	Kayleigh Sieber	716-269-4982

3. If unresolved at the clinic director level, contact the Director of Community Mental Hygiene Services. The Director or their designee will make every effort to meet within seven (7) business days of initial contact.

Director of Community Mental Hygiene Services
Carmelo Hernandez
716-753-4104

4. If unresolved with the Director, the following regional and state agencies can be contacted to review the complaint further.

Office of Addiction Services and Supports (OASAS) Patient Advocacy Services
800-553-5790 patientadvocacy@oasas.ny.gov

NYS Office of Mental Health (OMH) Customer Relations
800-597-8481 dqm@omh.ny.gov

NYS Justice Center
1-855-373-2122