

WHERE TO DIRECT COMPLAINTS ABOUT MENTAL HEALTH SERVICE PROVIDERS IN MASSACHUSETTS

**Prepared by Mental Health Legal Advisors Committee
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To file a complaint, use this table to determine the most appropriate agency to send your complaint to. Send a letter detailing the incident(s). Be as detailed as possible by including dates, times, names and/or staff positions. If no address is provided, contact the agency and ask how to file a complaint.

If your complaint is regarding...	Direct it to...	To report immediate abuse...
<ul style="list-style-type: none"> • Programs and facilities operated by the Department of Mental Health (DMH), contracted for by DMH, or licensed by DMH 	<p>See MHLAC’s flyer entitled “The Massachusetts Department of Mental Health Complaint Process” at http://www.mhlac.org/Docs/dmh_complaint_process.pdf</p>	<p>If the patient is 18-59 years old: Disabled Persons Protection Commission abuse hotline 1-800-426-9009</p> <p>If the patient is under 18 years old: Department of Children and Families abuse hotline 1-800-792-5200</p> <p>If the patient is over 60 years old: Executive Office of Elder Affairs 1-800-922-2275</p>
<ul style="list-style-type: none"> • Emergency Rooms • General Hospitals • Nursing Homes • Outpatient Psychiatric Facilities 	<p>Department of Public Health Division of Healthcare Quality Complaint Unit 99 Chauncy Street Boston, Massachusetts 02111</p> <p>Hotline: 1-800-462-5540</p> <p>And</p> <p>The Office of Quality Monitoring The Joint Commission http://www.jointcommission.org/report_a_complaint.aspx</p> <p>*for Emergency Room complaints also see our Emergency Room flyer at http://www.mhlac.org/Docs/ER_Pamphlet.pdf</p>	<p>If the patient is 18-59 years old: Disabled Persons Protection Commission abuse hotline 1-800-426-9009</p> <p>If the patient is under 18 years old: Department of Children and Families abuse hotline 1-800-792-5200</p> <p>If the patient is over 60 years old: Executive Office of Elder Affairs 1-800-922-2275</p>

<ul style="list-style-type: none"> • Substance Abuse Treatment Centers 	<p align="center">Department of Public Health Bureau of Substance Abuse Services 250 Washington Street Boston, MA 02108-4609</p>	<p align="center">If the patient is 18-59 years old: Disabled Persons Protection Commission abuse hotline 1-800-426-9009</p> <p align="center">If the patient is under 18 years old: Department of Children and Families abuse hotline 1-800-792-5200</p> <p align="center">If the patient is over 60 years old: Executive Office of Elder Affairs 1-800-922-2275</p>
<ul style="list-style-type: none"> • Adoption Agencies • Foster Care Agencies • Juvenile Residential Facilities • Child Care Centers • Juvenile Placement Providers • Summer Camps 	<p align="center">Department of Early Education and Care (DEEC) 1-617-988-6600, then press '0' to speak with the operator. Tell them the name and location of the problem facility to find the appropriate regional office to direct your complaint to.</p>	<p align="center">Department of Children and Families abuse hotline 1-800-792-5200</p>
<ul style="list-style-type: none"> • Department of Children and Families (DCF) 	<p align="center">Department of Children and Families Office of the Ombudsman</p>	<p align="center">Department of Children and Families abuse hotline 1-800-792-5200</p>
<ul style="list-style-type: none"> • Residential and Outpatient Facilities for Individuals with Developmental Disabilities • Other Programs for Developmentally Disabled Persons 	<p align="center">Disabled Persons Protection Commission (DPPC) 1-800-426-0990 http://www.mass.gov/dppc/docs/form-19c-reporting.pdf (complaint form on website)</p> <p>* The Department of Developmental Services (DDS) does not have its own complaint form. However, DPPC has a form that can be used to file complaints for facilities that DDS licenses. There is an agreement between DDS and DPPC that allows for the streamlining of complaints, and under this agreement DPPC screens complaints for DDS. Therefore, if you would like to file a complaint with DDS, you must fill out and submit the DPPC complaint form.</p>	<p align="center">If the patient is 18-59 years old: Disabled Persons Protection Commission abuse hotline 1-800-426-9009</p> <p align="center">If the patient is under 18 years old: Department of Children and Families abuse hotline 1-800-792-5200</p> <p align="center">If the patient is over 60 years old: Executive Office of Elder Affairs 1-800-922-2275</p>

<ul style="list-style-type: none"> • Elder Services Organizations and Day Programs • Home Health Services for the Elderly 	<p>Executive Office of Elder Affairs Community Care Ombudsman 1-617-727-7750 or 1-800-AGE-INFO (1-800-243-4636)</p>	<p>Executive Office of Elder Affairs 1-800-922-2275</p>
<ul style="list-style-type: none"> • Residential Nursing and Rest Homes 	<p>Department of Public Health Division of Healthcare Quality Complaint Unit 99 Chauncy Street Boston, Massachusetts 02111 1-800-462-5540</p> <p>You may also want to contact the regional Long Term Care Ombudsman (LTCO) for the area where the home is located. Find your regional LTCO by going to http://www.mass.gov/elders/docs/ltc-ombudsman-contact.pdf</p>	<p>If the patient is 18-59 years old: Disabled Persons Protection Commission abuse hotline 1-800-426-9009</p> <p>If the patient is over 60 years old: Executive Office of Elder Affairs 1-800-922-2275</p>
<ul style="list-style-type: none"> • Assisted Living Homes 	<p>Office of Elder Affairs Assisted Living Ombudsman 1-617-727-7750 or 1-800-AGE-INFO (1-800-243-4636)</p>	<p>If the patient is 18-59 years old: Disabled Persons Protection Commission abuse hotline 1-800-426-9009</p> <p>If the patient is over 60 years old: Executive Office of Elder Affairs 1-800-922-2275</p>
<ul style="list-style-type: none"> • Massachusetts Rehabilitation Commission 	<p>Massachusetts Rehabilitation Commission Ombudsperson Customer Relations Unit 27 Wormwood Street Boston, MA 02210-1616 1-617-204-3600 or 1-800-245-6543</p>	<p>If the patient is 18-59 years old: Disabled Persons Protection Commission abuse hotline 1-800-426-9009</p> <p>If the patient is over 60 years old: Executive Office of Elder Affairs 1-800-922-2275</p>

<ul style="list-style-type: none"> • Veteran's Affairs 	<p>Department of Veterans Affairs Office of Resolution Management 810 Vermont Avenue, NW Washington, DC 20420</p>	<p>If the patient is 18-59 years old: Disabled Persons Protection Commission abuse hotline 1-800-426-9009</p> <p>If the patient is over 60 years old: Executive Office of Elder Affairs 1-800-922-2275</p>
<p>Services covered by Mass. Behavioral Health Services including certain</p> <ul style="list-style-type: none"> • Emergency Services including those provided by Emergency Service Providers (ESPs) • Diversionary Services • Outpatient Mental Health • Outpatient Substance Abuse • Inpatient Services. <p>For a list of covered services, see http://www.masspartnership.com/about/index.aspx?lnkId=services.ascx&imgID=MBHP_CoveredServices.jpg</p>	<p>Massachusetts Behavioral Health Partnership Quality Department Attn: Quality Management Specialist 100 High Street, 3rd Floor Boston, MA 02110 1-800-495-0086</p>	

<ul style="list-style-type: none"> • Provider privacy Violations of health records • Provider denies the right to ask to see and get copies of your health records • Provider fails to give notice telling you how your health information may be used • Provider does not protect your health information 	<p style="text-align: center;">U.S. Department of Health and Human Services Office Of Civil Rights 1-800-368-1019 www.hhs.gov/ocr</p>	
<ul style="list-style-type: none"> • Ambulance Company Complaints • Emergency Medical Technicians 	<p style="text-align: center;">Department of Public Health Office of Emergency Medical Services 99 Chauncy Street, 11th Floor Boston, Massachusetts 02111 Telephone: 1-617-753-7300 Fax: 1-617-753-7320 http://www.mass.gov/dph/oems</p>	