

## CRISIS SERVICES COMPLAINT CONTACTS

It can be difficult to know where to turn when you have a complaint about crisis services in Virginia. The chart below can help you determine who may be able assist when you have a complaint. dLCV’s Crisis Services Portal contains links to complaint policies, forms, and websites for the organizations listed below.

If you or someone you support has been abused, neglected, or exploited, contact Adult Protective Services at 1-888-832-3858 or Child Protective Services at 1-800-552-7096 regardless of the setting in which the abuse, neglect, or exploitation occurred. If you or someone you support is in immediate danger, call 911.

IF YOU HAVE A COMPLAINT ABOUT...	YOU CAN COMPLAIN TO...
<b>REACH / Children’s Developmental Disability Crisis Services</b>	<ul style="list-style-type: none"> <li>• The regional REACH / Children’s DD Crisis Services program (internal complaint)</li> <li>• DBHDS Office of Human Rights</li> <li>• DBHDS Office of Licensing</li> <li>• Medicaid Fraud Control Unit (if your services are Medicaid funded)</li> <li>• Office of the State Inspector General</li> </ul>
<b>CSB Emergency Services</b>	<ul style="list-style-type: none"> <li>• The CSB (internal complaint)</li> <li>• DBHDS Office of Human Rights</li> <li>• DBHDS Office of Licensing</li> <li>• Medicaid Fraud Control Unit (if your services are Medicaid funded)</li> <li>• Office of the State Inspector General</li> </ul>
<b>Local Law Enforcement or Jail</b>	<ul style="list-style-type: none"> <li>• The local law enforcement agency or jail (internal complaint)</li> <li>• US Department of Justice, Civil Rights Division</li> </ul>
<b>Hospital Emergency Room</b>	<ul style="list-style-type: none"> <li>• The hospital (internal complaint)</li> <li>• Medicaid Fraud Control Unit (if your services are Medicaid funded)</li> <li>• Virginia Department of Health, Office of Licensure and Certification</li> </ul>
<b>Crisis Stabilization Unit</b>	<ul style="list-style-type: none"> <li>• DBHDS Office of Human Rights</li> <li>• DBHDS Office of Licensing</li> <li>• Medicaid Fraud Control Unit (if your services are Medicaid funded)</li> </ul>
<b>Non-State Operated Psychiatric Facility</b>	<ul style="list-style-type: none"> <li>• DBHDS Office of Human Rights</li> <li>• DBHDS Office of Licensing</li> <li>• Medicaid Fraud Control Unit (if your services are Medicaid funded)</li> <li>• Virginia Department of Health, Office of Licensure and Certification</li> </ul>
<b>State Operated Psychiatric Facility<sup>1</sup></b>	<ul style="list-style-type: none"> <li>• DBHDS Office of Human Rights</li> <li>• DBHDS Office of Licensing (Commonwealth Center for Children and Adolescents only)</li> <li>• Office of the State Inspector General</li> <li>• Virginia Department of Health, Office of Licensure and Certification</li> </ul>
<b>State Operated Training Center<sup>2</sup></b>	<ul style="list-style-type: none"> <li>• DBHDS Office of Human Rights</li> <li>• Medicaid Fraud Control Unit (if your services are Medicaid funded)</li> <li>• Office of the State Inspector General</li> <li>• Virginia Department of Health, Office of Licensure and Certification</li> </ul>
<b>Community Residential Providers</b>	<ul style="list-style-type: none"> <li>• DBHDS Office of Human Rights (if provider is licensed by DBHDS)</li> <li>• DBHDS Office of Licensing (if provider is licensed by DBHDS)</li> <li>• Virginia Department of Social Services (if provider is an assisted living facility or ALF)</li> <li>• Virginia Department of Health (if provider is a nursing home)</li> </ul>
<b>Licensed Health Professional (psychiatrist, psychologist, counselor)</b>	<ul style="list-style-type: none"> <li>• Virginia Department of Health Professions</li> </ul>

<sup>1</sup> Catawba Hospital, Eastern State Hospital, Piedmont Geriatric Hospital, Western State Hospital, Southern Virginia Mental Health Institute, Northern Virginia Mental Health Institute, Southwest Virginia Mental Health Institute

<sup>2</sup> Central Virginia Training Center, Southeastern Virginia Training Center, Southwestern Virginia Training Center