

Mental Health Ombudsman

SEPTEMBER 2025 REPORT



Contacts Addressed

During September 2025, 27 Contacts have been responded to by the Mental Health Ombudsman.

For Calendar Year 2025, a total of 359 contacts with clients have been responded to by the Mental Health Ombudsman

Patient Grievances from State Hospitals:

- Total: 15 (Calendar Year: 218)
- Approved: 1 (Calendar Year: 41)
- Denied: 14 (Calendar Year: 177)

Top 3 Categories of Patient Grievances:

- Rights (related to patient's rights by law that may be violated)
- Staff/Doctors (includes changing physicians, medication, or a medical decision)
- Exercise (patients not receiving outdoor, recreation, or music time)



*Length of time to resolve individual patient grievances may be lengthened due to reviewing video footage or obtaining relevant records from the facilities.

Average Time to Resolve to a Patient Grievance for Calendar Year 2025: 10 days