

Mental Health Ombudsman

OCTOBER 2025 REPORT



Contacts Addressed

During October 2025, 11 Contacts have been responded to by the Mental Health Ombudsman.

For Calendar Year 2025, a total of 388 contacts with clients have been responded to by the Mental Health Ombudsman

Patient Grievances from State Hospitals:

- Total: 18 (Calendar Year: 232)
- Approved: 6 (Calendar Year: 47)
- Denied: 12 (Calendar Year: 185)

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)
- Items (Patient not receiving clothing, canteen, or other items)



*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: 6.2 days