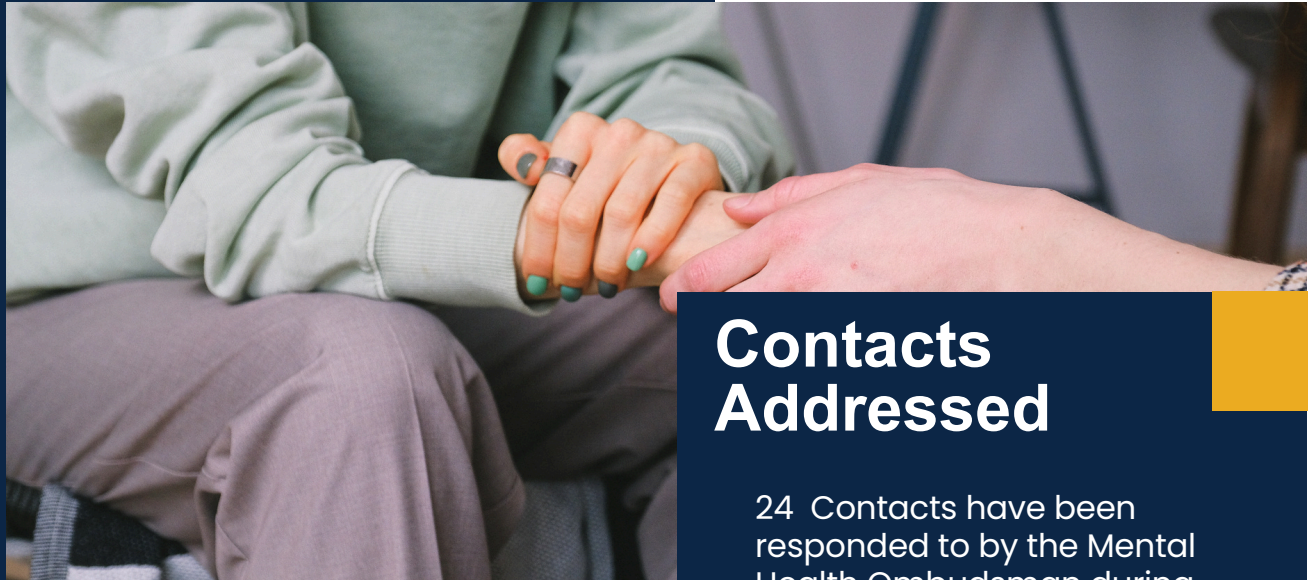


# Mental Health Ombudsman

NOVEMBER 2025 REPORT



## Contacts Addressed

24 Contacts have been responded to by the Mental Health Ombudsman during November 2025.

For Calendar Year 2025, a total of 427 contacts with clients have been responded to by the Mental Health Ombudsman

## Patient Grievances from State Hospitals:

- Total: 14 (Calendar Year: 249)
- Approved: 0 (Calendar Year: 48)
- Denied: 14 (Calendar Year: 201)

## Top 3 Categories of Patient Grievances:

- Other Patients (Problems with Other Patients)
- Staff/Doctors (includes changing physicians, medication, or a medical decision)
- Abuse/Neglect (as defined in W. Va. Code R. 64-59-1, *et seq.*)



\*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: 7.2 days