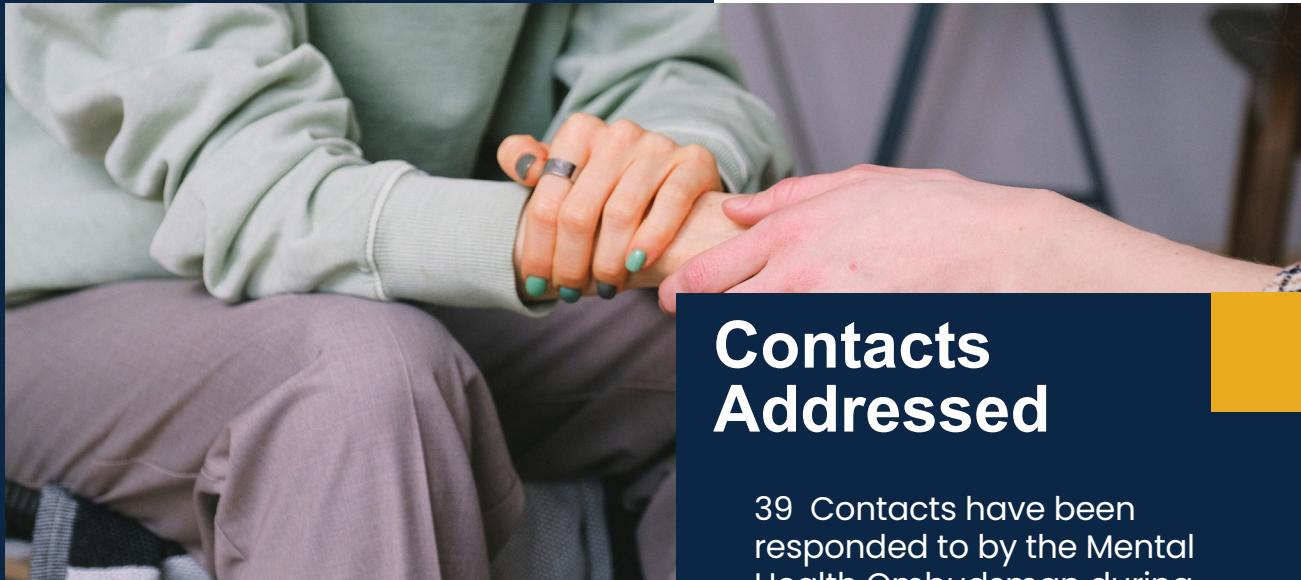


# Mental Health Ombudsman

DECEMBER 2025 REPORT



## Contacts Addressed

39 Contacts have been responded to by the Mental Health Ombudsman during December 2025.

For Calendar Year 2025, a total of 462 contacts with clients have been responded to by the Mental Health Ombudsman

### Patient Grievances from State Hospitals:

- Total: 34 (Calendar Year: 284)
- Approved: 5 (Calendar Year: 53)
- Denied: 29 (Calendar Year: 231)

### 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)
- Other Patients (problem with another patient)

\*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: 7.75 days**