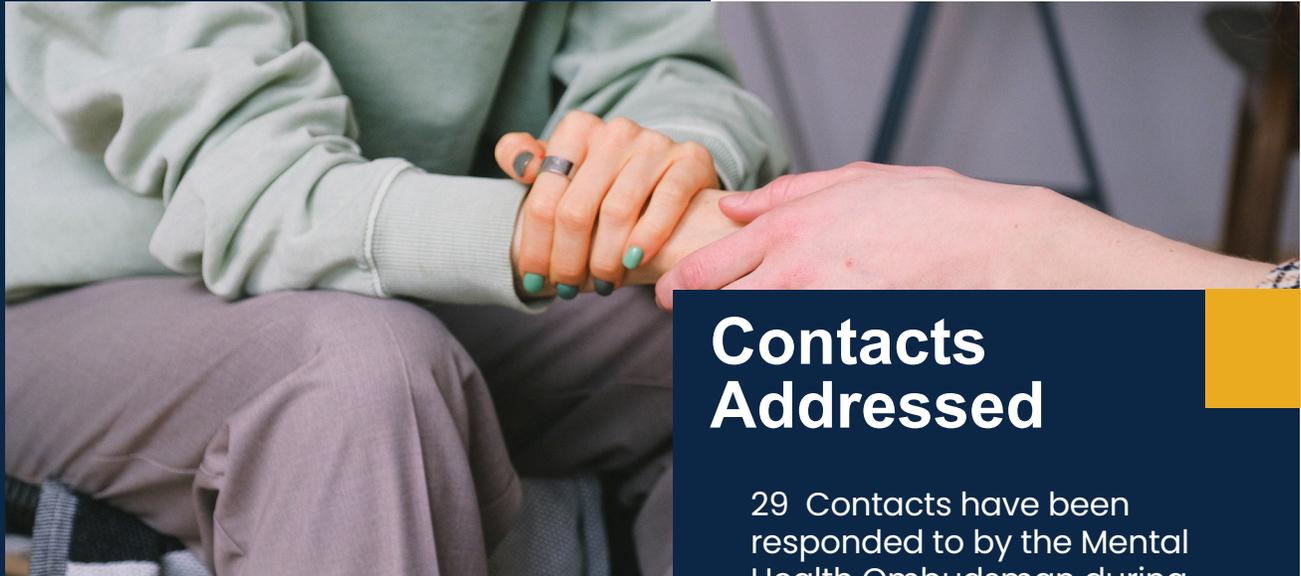


Mental Health Ombudsman

JANUARY 2026 REPORT



Contacts Addressed

29 Contacts have been responded to by the Mental Health Ombudsman during January 2026.

Mental Health Ombudsman is working to compile data and information for the upcoming 2025 Annual Report.

Patient Grievances from State Hospitals:

- Total: 16
- Approved: 0
- Denied: 16

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)
- Abuse/Neglect (as defined in W. Va. Code §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.

**Annual tracking is done on a calendar year

Average Time to Resolve to a Patient Grievance for Calendar Year 2026: 6.1 days