

Cattaraugus County Department of Community Services

Notice of Complaint Resolution Procedure

If a recipient has a complaint or grievance, he/she should proceed to contact the following people or agencies in the order listed below, as needed. A response will be given to the recipient within one week, whenever practical, and at each step of this procedure. Responses to emergency or crisis situations will be given as soon as possible, depending upon the situation.

1. Contact the primary therapist, nurse, or case manager to discuss the complaint.
2. If this fails to resolve the complaint, contact the Program Director:
 - a. Clinic or Case Management, Department of Community Services, 1 Leo Moss Drive, Suite 4308, Olean, NY 14760 (716-373-8040).
 - b. PROS: Foundations for Change, 203 Laurens Street, Olean, NY 14760 (716-373-8080)
3. If this fails to resolve the complaint, contact the Director of Cattaraugus County Department of Community Services/Local Governmental Unit, County Building, 1 Leo Moss Drive, Suite 4308, Olean, NY 14760 (716-373-8040).
4. If this fails to resolve the complaint, contact the Western New York Field Office of Mental Health (OMH), 737 Delaware Avenue, Suite 200, Buffalo, NY 14209 (716- 533-4075.). The Commissioner may at his or her discretion, call a conference of all parties to review the objection. The OMH Commissioner's decision is the final administrative remedy available to you.
5. You may appeal the Commissioner's decision in accordance with the provisions of Article 78 of the Civil Practices Laws and Rules. It is recommended you contact your attorney if you wish to pursue such an appeal.

Advocacy for the mentally ill is available through:

- NYS Office of Mental Health, 44 Holland Avenue, Albany, NY 12229
Phone: 1-800-597-8481
- Mental Hygiene Legal Services, Fourth Judicial Dept., 50 East Ave., Ste. 402, Rochester, NY 14604
Phone: 585-530-3050
- Neighborhood Legal Services, Inc., 237 Main Street, Ste. 400, Buffalo, NY 14203
(Protection and Advocacy for Individuals Who Are Mentally Ill (PAIMI))
Phone: 716-847-0650

The Offices for the Alliance for the Mentally Ill of New York State are located at:

- Mental Health Association, PO Box 833, Delaware Park Center, Olean, NY 14760
Phone: 716-372-0208
- National Alliance for the Mentally Ill (NAMI) of NYS, 260 Washington Ave., Albany, NY 12210
Phone: 518-462-2000

Protection of Civil Rights Act of 1964 (discrimination in federally assisted programs):

- United States Attorney General's Office, General Hotline 1-800-771-7755