

MENTAL & BEHAVIORAL HEALTH COMPLAINT CONTACTS

It can be difficult to know where to turn when you have a complaint about mental health or behavioral health services. The chart below can help you determine who may be able to assist when you have a complaint.

Department of Behavioral Health & Developmental Services (DBHDS)

This section is for any service or provider licensed, funded, or operated by DBHDS. This can include, but is not limited to, state operated facilities, non-state operated psychiatric facilities, REACH, group homes, psychiatric residential treatment facilities, community service boards (CSBs), etc.

DBHDS Office of Human Rights

Phone: (804)786-3921

Website: dbhds.virginia.gov

DBHDS Office of Licensing

Phone: (804)786-1747

Website: dbhds.virginia.gov or
[Complaint Portal](#)

Office of the State Inspector General (OSIG) Healthcare Compliance Unit

(only for state operated facilities)

Phone: (833)333-OSIG (6744) Email: OSIGBHDSComplaints@osig.virginia.gov

Website: osig.virginia.gov

Criminal Justice Services

Law Enforcement

Local Police Departments

Call your local police department to submit a complaint

Jails

Virginia Board of Local and Regional Jails

Phone: (804) 887-7850 Website: bolrj.virginia.gov

Judges

Virginia's Judicial System

Website: vacourts.gov/agencies/jirc/home.html or [Complaint Form](#)

Attorneys

Virginia State Bar

Phone: (804)775-0500 Website: vsb.org or [Complaints & Claims](#)

Department of Social Services (DSS)

This section is for any service or provider licensed by DSS. Facilities overseen by DSS can include: Assisted Living Facilities, Adult Day Support Programs, Children's Residential Facilities, Child Placing Agencies, Child Care, Independent Foster Homes, etc.

Virginia Department of Social Services (Licensing)

Phone: (800) 543-7545 (toll free)

Website: dss.virginia.gov/about/email_licensing_complaint.cgi or [Online Complaint Form](#)

Virginia Department of Health (VDH)

This section is for any service licensed by Virginia Department of Health which can include, but is not limited to, hospitals, nursing homes, home health agencies, psychiatric residential treatment facilities, hospice, laboratory and diagnostic testing centers, community mental health centers, etc.

Virginia Dept. of Health - Office of Licensing & Certification

Phone: (800)955-1819 Website: vdh.virginia.gov or [Complaint Unit](#)

Medicaid Fraud Services

This section is for filing medicaid fraud or financial exploitation complaints.

Attorney General of Virginia's Office - Medicaid Fraud Control Unit (MFCU)

Phone: (804)371-0779 or (800)371-0824

Email: MFCU_mail@oag.state.va.us

Website: oag.state.va.us/programs-outreach/medicaid-fraud

Virginia Department of Medical Assistance Services (DMAS)

Phone: (866)486-1971

Email: recipientfraud@dmas.virginia.gov

Website: dmas.virginia.gov/about-us/contact/fraud-and-abuse/

Crisis Services

This section is for complaints related to the 988 Suicide and Crisis Lifeline or hospital emergency rooms.

988 Suicide & Crisis Lifeline

Website: 988lifeline.org/contact-the-lifeline/ or [Feedback Form](#)

Local Hospital Emergency Room - Virginia Health Information

Search for hospitals at vhi.org/Hospitals/vahospitals.asp

Virginia Department of Health Professionals (DHP)

This section is for any service or provider licensed by the Virginia Department of Health Professions. This can include, but is not limited to, physicians, nurses, dentists, social workers, psychiatrists, psychologists, and other healthcare professionals.

Enforcement Division

Phone: (800)533-1560 or (804)367-4691

Website: dhp.virginia.gov/PractitionerResources/Enforcement or [Online Complaint Form](#)

Want more information?



www.dlcv.org



info@dLCV.org



1-800-552-3962



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