



EMPOWERING PEOPLE ~ STRENGTHENING COMMUNITY

CUSTOMER SERVICES

Customer Services staff are available to help you obtain information about consumer advocacy, client rights, and the system of services. They will work with you to obtain answers on your concerns and assist you in filing complaints.

Phone: 1-877-484-2595 (toll free)

Hours: Monday-Friday, 8:00 am - 5:00 pm

FREQUENTLY ASKED QUESTIONS

Q: How do I file a complaint?

A: A complaint, concern, or compliment about services and providers can be filed by contacting Customer Services. You can call us at the toll free number: **1-877-484-2595**; e-mail us at vanderson@mentalhealthpartners.org; or send us a complaint in writing at the following address:

1985 Tate Blvd, SE Suite 529

Hickory, NC 28602

For your convenience a MHP complaint form can be found online at our web address: www.mentalhealthpartners.org

Q: Do you have written information available for consumers?

A. We have the following information available to you:

Consumer Handbook: This is a guide to understanding the mental health, developmental disability, and substance abuse service system across North Carolina and in our service area of Catawba and Burke Counties.



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ACCESS Cards: This is a wallet size card with numbers for ACCESS to Care, Crisis, and Customer Services.

www.mentalhealthpartners.org : This is our website address. The site contains information for consumers, providers, and others in the community.

Hand books and Access cards can be obtained by calling customer services at 1-877-484-2595.

Q: As a consumer, how can I get more involved in advocating for myself and others?

A. Anyone with an interest is welcome to attend the Consumer and Family Advisory Committee (CFAC) meetings. They meet on a monthly basis in Hickory or Morganton. There is time for public comments at all meetings, if you wish to voice questions or concerns. For more information on CFAC, please call Customer Services at 1-877-484-2595.