

Summary of the Review Procedure How to file a complaint

1. If you wish to make a complaint, this process is started by filling out a form called a "Request for Review."¹
2. The form is given to the advocate at your mental health center or facility.
3. The advocate will review your complaint, complete a report and provide you with a copy of the result.
4. Hopefully you will be satisfied with the result. If you are not satisfied, you should contact the advocate and request review by the center or facility director. There is another form to complete for this review.
5. The director will review the complaint, complete a report and provide you with a copy of the result.
6. Again, hopefully you will be satisfied with the result. If you are not satisfied, you should contact the SC DMH Office of Client Advocacy at:

P.O. Box 485
Columbia, S.C. 29202
TOLL FREE 1-866-300-9330
7. The Office of Client Advocacy will conduct another review and attempt to resolve your concerns with the center or facility.
8. If you remain dissatisfied with the Client Advocacy Office's review, you may request a review by the State Director of Mental Health.
9. The State Director will conduct a review and make a decision. The State Director's decision is the final step in the review process.

¹ You may ask for assistance in filling out this form.