

Office of Consumer Advocacy

ODMHSAS is dedicated to protecting the rights of those who receive its services. To aid in this effort, the department operates a Consumer Advocacy Division.

The Consumer Advocacy Division monitors state-operated, certified and contracted facilities to ensure they comply with applicable treatment standards, as well as state and federal laws and regulations. Regular monitoring enhances the quality of life for consumers by promoting effective communication between staff members, consumers and families in resolving challenges in the treatment setting. The Advocacy Division fosters education and awareness of mental health and addiction issues while advocating for policies and strategies that support effective services and systems.

Any person who believes a consumer's rights have been violated or that he or she has been discriminated against due to his or her race, color, religion, national origin, sex, age, disability, political affiliation, ancestry, sexual orientation, or in retaliation for making a complaint is encouraged to promptly contact:

ODMHSAS Advocacy Division

405-248-9037

1-866-699-6605 (toll-free)

Advocacydivision@odmhsas.org

2000 N. Classen Blvd. Ste. E600

Oklahoma City, OK 73106

Please provide as much information as possible concerning the allegation including:

1. Names of the persons involved;
2. Description of the act(s) you feel was discriminatory; and
3. Date(s) the incident(s) occurred.

The Advocacy Division will work cooperatively to resolve all issues and defend individual rights.