
Where To Turn When You Need Help

All calls made to the Mississippi Department of Mental Health's Constituency Services Helpline are confidential.

Staff are available to provide support and understanding. Personable staff can connect you to the resources and services you or your loved one needs.



We Are Here To Help



**Mississippi Department
of Mental Health**

**Office of Constituency
Services Helpline**

**1-877-210-8513
(601) 359-6295
TDD: (601) 359-6230**

Mississippi Department of Mental Health

Office of Constituency Services

Toll-Free Helpline



**1-877-210-8513
In Jackson call:
(601) 359-6298**

Office of Constituency Services

The Mississippi Department of Mental Health's Office of Constituency Services is responsible for documentation, investigation and resolution of all complaints/grievances regarding state and community mental health/mental retardation facilities that are received from individuals receiving services, family members and the general public.

Through the Office of Constituency Services Helpline you or members of your family can:

- Register complaints and/or concerns about services you receive.
- File a formal complaint, which will be investigated and responded to by staff at the Mississippi Department of Mental Health's Office of Constituency Services.
- Receive information about other Mental Health, Mental Retardation and Substance Abuse Services available in Mississippi.

Who Should Call?

Anyone who receives, has a family member who receives, or knows someone who receives Mental Health/Mental Retardation or Substance Abuse Services from programs operated or certified by the Mississippi Department of Mental Health.

Why Should I Call?

Because you have the right to voice your opinion, offer recommendations, or to file a complaint which will result in a program review and response.

Where Should I Call?

The Department of Mental Health,
Office of Constituency Services:

1-877-210-8513

(601) 359-6289 (Jackson area)

Or write to:

Director

**Office of Constituency Services
MS Department of Mental Health
1101 Robert E. Lee Building
239 North Lamar Street
Jackson, MS 39201**

Help Is Available 24 Hours a Day Seven Days a Week

Calls may be received from consumers, family members and the general public through the toll-free Helpline, which is available 24 hours a day, 7 days a week.

In addition, the Office of Constituency Services operates and maintains a computerized database to provide information and/or referrals regarding services for persons with mental illness, mental retardation and substance abuse and dependence to callers using the toll-free Helpline.

