

800-901-1133

Do you have compliments, questions or concerns about...

- > Services
- > Rights
- > Treatment
- **>** Policies
- > Procedures

Access your consumer service line 24/7 by phone



If you are deaf, hard-of-hearing or speech impaired, dial 7-1-1 to access the Consumer Service Line.

We want to hear from you!

As a consumer of public mental health or addiction services in Indiana, we want to know what you think about the service you received. The state administers tax dollars to guarantee a quality, responsive system to help you.

We want your feedback...

- > Tell us who is doing a good job.
- > How do things need to be different?

Give us your compliments or concerns...

- > Were services accessible for you?
- > Was the location of services convenient?
- Were appointments scheduled at reasonable times?

- > Were services acceptable to you?
- > Were you treated in a sensitive manner?
- Would you recommend services to others?

How did the service impact your life?

- > Have you benefited from treatment?
- Has treatment improved the quality of daily living?

Did you receive value from service?

> Were services affordable?

Were the benefits of treatment worth the cost?

Call the consumer service line at **800-901-1133** from 8:30 a.m. to 5 p.m., Monday through Friday

Indiana Family and Social Services Administration Division of Mental Health and Addiction 402 W. Washington St., Room W353 Indianapolis, IN 46204-2739