




**North Carolina Department of Health and Human Services**  
**Division of Mental Health, Developmental Disabilities and Substance Abuse Services**  
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Beverly Eaves Perdue, Governor  
 Lanier M. Cansler, Secretary

Leza Wainwright, Director

February 25, 2009

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| <p><b>To:</b> Legislative Oversight Committee Members<br/>         Commission for MH/DD/SAS<br/>         Consumer/Family Advisory Committee Chairs<br/>         State Consumer Family Advisory Committee Chairs<br/>         Advocacy Organizations and Groups<br/>         North Carolina Association of County Commissioners<br/>         County Managers<br/>         County Board Chairs<br/>         North Carolina Council of Community Programs<br/>         NC Association of Directors of DSS</p> | <p>State Facility Directors<br/>         Area Program Directors<br/>         Area Program Board Chairs<br/>         DHHS Division Directors<br/>         Provider Organizations<br/>         MH/DD/SAS Professional Organizations and Groups<br/>         MH/DD/SAS Stakeholder Organizations and Groups<br/>         Other MH/DD/SAS Stakeholders</p> |
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**From:** Leza Wainwright 

**Re:** **Communication Bulletin # 101**  
 Report on Complaints Received By LMEs



We are pleased to announce the newly posted “*Report on Complaints Received By Local Management Entities.*” This report is a compilation of all complaints received by Local Management Entities (LMEs) for fiscal year 2007-2008. The report allows the public to view and print graphs showing current LME information on complaints about mental health, developmental disabilities and substance abuse services throughout the state. The report includes information about a range of important factors including the sources of the complaints, the issues raised in the complaints, the specific services and disability groups noted in the complaints and information about the duration and manner in which the complaints were resolved. You can access the report by going to the Reports and Publications page on the Division’s website at <http://www.ncdhhs.gov/mhddsas/statspublications/reports/index.htm#compreceivedlme> and clicking on the link “*Complaints Received By Local Management Entities.*”

Input and feedback from numerous stakeholders has been very helpful in the development of this report. We appreciate this collaborative effort and continue to seek your suggestions for improving the quality of our system.

If you have questions or comments regarding the report, please send them via electronic mail to: [Glenda.Stokes@ncmail.net](mailto:Glenda.Stokes@ncmail.net) or call (919) 715-3197.

- cc: Secretary Lanier Cansler  
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