

## Questions? Problems? Concerns?

### Who to Turn to if You Have an Issue with the Civil Commitment Process

If you have a concern about your experience during the civil commitment process, remember that it is always best to start by speaking directly to the individuals involved. If this does not address your concern to your satisfaction, here are some suggested resources to help you resolve it:

- If your concern is with the Community Services Board (“CSB”), start by contacting the Emergency Services Director. If you need additional assistance, you can contact the Executive Director.
  - Depending on which CSB is involved, there may be other advocates available to you as well. Ask your Case Worker what resources are available.
  - Contact information for the CSBs can be found on the website of the Virginia Association of Community Services Boards at [http://vacsb.org/ourpeople\\_1.asp](http://vacsb.org/ourpeople_1.asp).
- If your concern is with a Magistrate, contact the Chief Magistrate for your judicial circuit. You may find out who the Chief Magistrate is by accessing the website at [http://www.courts.state.va.us/chief\\_magistrates.pdf](http://www.courts.state.va.us/chief_magistrates.pdf) or by calling the Executive Secretary’s Office of the Virginia Supreme Court at (804) 786-6455.
- If your concern is with a Special Justice, start by contacting the Chief Judge of the judicial circuit where your case was heard. You may find out who the Chief Judge is by accessing the circuit courts’ websites at <http://www.courts.state.va.us/courts/circuit.html>.
  - You may also contact the Judicial Inquiry Review Commission (“JIRC”), which investigates complaints of judicial misconduct. It is important to remember, though, that the JIRC does not actually second-guess the rulings or decisions of a judge or special justice or get involved in pending cases. They are instead set up to review things like poor treatment, undue delay, or allowing personal relationships to interfere with court decisions. More information on filing a JIRC complaint can be found at <http://www.courts.state.va.us/pamphlets/inquiry.htm>.
- If you feel that your human rights have been violated, start by contacting the Human Rights Advocate for the provider you are involved with. Information about which advocates serve which geographical areas, as well as information about filing a human rights complaint, can be found at <http://www.dmhmrzas.virginia.gov/OHR-default.htm>.
  - A copy of the DMHMRSAS Human Rights Regulations may be accessed at <http://www.dmhmrzas.virginia.gov/documents/HumanRights/OHR-RevisedRegulations.pdf>.

- The Virginia Office for Protection and Advocacy (“VOPA”) may also be able to assist with your concern. Their website is <http://www.vopa.state.va.us>, and they may be reached by telephone at (804) 225-2042 or (800) 552-3962 (toll free in Virginia).
  
- The Executive Secretary’s Office of the Virginia Supreme Court is responsible for preparing petitions, orders and other legal forms for ECO, TDO and commitment process, and distribution to clerks. DMHMRSAS is responsible for preparing the preadmission screening report, examination and clinical forms and for distribution to CSBs, providers and state facilities
  - If you have concerns or comments about these forms, you may contact the above.