Georgia Department of Behavioral Health &
Developmental Disabilities

Kevin Tanner, Commissioner

D·B·H·D·D

Office of the Commissioner

TO: Stephanie Beck, Deputy Director, Governor's Office of Planning and Budget

FROM: Kevin Tanner, Commissioner

DATE: October 1, 2026

SUBJECT: 2025 Annual Report on Constituent Complaints and Inquiries

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House Bill 1013 (2022) mandated that DBHDD provide an annual report to the Office of Health Strategy and Coordination that outlines complaints from individuals receiving services and ensures the protection of their rights.

The Department of Behavioral Health and Developmental Disabilities (DBHDD) has tasked the Office of Constituent Services with receiving and managing complaints, subsequently providing recommendations to my office for further action.

DBHDD is pleased to share the findings and data compiled by the Office of Constituent Services, reflecting complaints received between July 1, 2025, and June 30, 2026.

1. Total Number of Cases

Chart 1 shows the volume of cases received and how they were assigned to offices and regions responsible for resolving constituent issues. In addition, the chart provides a clear geographical breakdown of case distribution throughout the department.

Category	Ticket #
Constituent Services	**3,840**
Regional Field Offices	
Region 1	**388**
Region 2	**226**
Region 3	**881**
Region 4	**109**
Region 5	**154**
Region 6	**240**
Total Regional	**1,998**
Total	**5,838**

2. **Source of Constituent Cases**: Chart 2 explores the origins of constituent cases, highlighting the various channels through which complaints have been submitted.

Cases Received by Source	
Email (Voicemail)	**4,876 (84%)**
Web	**962 (16%)**

3. Efficiency and Timeliness

In compliance with DBHDD Policy 19-101, *Complaints and Grievances Regarding Community Services*, DBHDD Regional Staff and the Office of Constituent Services are required to assign tickets within two (2) business days and resolve complaints or inquiries within five (5) business days.

- Constituent Services: Of the 3,840 tickets assigned, 100% were resolved within the required five business days.
- Regional Offices: Of the 1,988 tickets received, 98.3% were resolved within five business days. The remaining 1.7% (34 tickets) were resolved beyond the five-day window due to the complex nature of the cases.

4. **First Initial Reply Time:** Chart 4 presents a detailed analysis of the response time taken by the department to issue its first initial reply to a constituent.

Category	First Reply Time (hrs.)
Constituent Services	
Constituent Liaisons	**8.8**
Constituent Services Support	**12.6**
CS Central Hospital	**9.9**
CS Central Office	**14.3**
CS Deaf Services	**18.8**
CS East Central	**8.2**
CS Georgia Regional – Atlanta	**18.4**
CS Georgia Regional – Savannah	**57.4**
Total Average (Constituent Services)	**18.5**
Regional Offices	
Region 1	**12.5**
Region 2	**12.2**
Region 3	**15.5**
Region 4	**7.3**
Region 5	**7.3**
Region 6	**8.2**
Total Average (Regional Offices)	**10.5**
Grand Total Average	**14.5**