



To report concerns about non-compliance with the Villa of Hope Code of Conduct and/or mandated Villa privacy practices:

CORPORATE COMPLIANCE OFFICER:

Carrie Carl, ext. 102

CONFIDENTIAL CORPORATE COMPLIANCE HOTLINE:

(585) 581-4699

To report concerns about abuse, neglect or mistreatment:

Vulnerable Persons Central Register (VPCR) Hotline:

Toll Free: 1-855-373-2122

NYS OCFS Complaint Line:

1-800-732-5207

NYS OASAS Patient Advocacy:

1-800-553-5790

NYS OMH Customer Relations:

1-800-597-8481

Mental Hygiene Legal Service:

(585) 530-3050

Office of Ombudsman:

1-888-219-9818