

**CUMBERLAND COUNTY LOCAL MANAGEMENT ENTITY  
CLIENT RIGHTS COMMITTEE  
CUSTOMER RIGHTS AND RESPONSIBILITIES**

Cumberland County Local Management Entity is committed to assuring high quality comprehensive services to children and adults with Mental illness, developmental disabilities, and substance abuse problems. Services are rendered in a culturally sensitive manner and are designed to empower persons toward becoming independent in their community and to maximize their quality of life.

**As a customer, you have the right to:**

- ✓ Choose your own provider.
- ✓ Have a person-centered plan that fits your needs.
- ✓ Be informed about your treatment and medications.
- ✓ Know the cost of your services.
- ✓ Accept or refuse treatment.
- ✓ Make a complaint.
- ✓ Confidentiality

**Appeals and Complaints:**

Under **North Carolina General Statute 122C, Article 3**, your customer rights are guaranteed. This guarantee includes the right to dignity, privacy, humane care, and freedom from physical punishment, abuse, neglect, and exploitation.

The Customer Service and Consumer Affairs department at Cumberland County LME is always present to assist you in resolving a complaint. The department will guide you into the steps required to solve the problem.

If your complaint is regarding a provider or facility, please discuss the matter with the provider and/or appropriate facility staff first. If you are still dissatisfied and the problem is not resolved, then you may want to file a verbal or written complaint with the Customer Service and Consumer Affairs Department at Cumberland County LME.

If the complaint is a client rights violation, the complaint will be presented to the Cumberland County LME's Client Rights Committee and a decision will be rendered.

Another contact is the NC Division of Mental Health, Developmental Disabilities, and Substance Abuse Customer Advocacy and Customer Services Section.

**Remember: You have the right to participate and make decisions about care provided to you by your selected provider**

---

**Cumberland Co. Information**

**Cumberland County LME**  
711 Executive Place  
PO Box 3069  
Fayetteville, NC 28302-3069

**(910) 323-0601**

**(910) 424-HOPE**

**1-800-851-6099 (TTY)**

**[www.ccmentalhealth.org](http://www.ccmentalhealth.org)**

**You may also e-mail to:**

**[LME Customer Services and  
Consumer Affairs](#)**

**(910) 222-6111**

**[Consumer Handbook](#)**

---

**State Information**

**[Division of Mental Health,  
Developmental Disabilities, and  
Substance Abuse Advocacy and  
Customer Services Section](#)**

**3009 Mail Service  
Center**

**Raleigh, NC 27699-3009**

**(919) 715-3197**

**1-877-452-2514 (TTY)**

**OR**

**DHHS CARE LINE**

**1-800-662-7030**

**[Carolina Legal Assistance](#)**

**[MH/DD/SAS Acronyms](#)**

**[MH/DD/SAS Glossary](#)**

---