State of Alaska
Ombudsman

Reply to:

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October 9, 2015

Dorrance Collins
Faith Meyers
3240 Penland Parkway, Space 35
Anchorage, Alaska 99508

Re: Ombudsman Complaint A2015-1822 (Closed)

Dear Mr. Collins and Ms. Meyers:

I am responding to your request of September 25, 2015, that I reconsider and reverse the decision to close your September 9, 2015, complaint against the Alaska Psychiatric Institute (API).
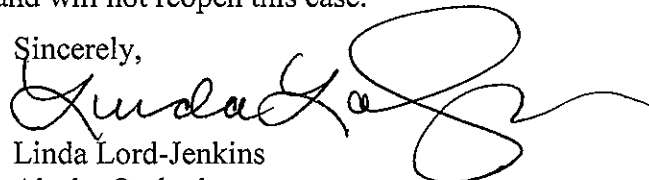
You had complained that:

1. API does not respond to patient grievances soon enough for the response to be meaningful for most patients;
2. The people assigned to review patient grievances are not impartial because they are API employees or Board members;
3. Civilly committed patients are sometimes housed in the same unit as a patient who is a criminal convict or awaiting trial on a criminal charge.

Assistant Ombudsman Beth Leibowitz was assigned to review your complaint because she has worked on several of your complaints against API or the Department of Health and Social Services. On September 25, 2015, she wrote to you that she was closing your complaint for several reasons including:

- Neither of you has been personally harmed by API's actions within the past year;
- This office has not received any complaints from other individuals alleging that they were harmed by the API grievance policy which would establish a pattern of behavior.

You contacted me after receiving Ms. Leibowitz's letter closing your complaint and asked that I reverse that decision. Ms. Leibowitz and I discussed your complaint at length before she wrote the letter declining the complaint. I ultimately made the decision that your allegations are not proper for our office to investigate for the reasons cited in our September 25, 2015 letter. I am sorry but I am declining to overturn our previous decision and will not reopen this case.

Sincerely,

Linda Lord-Jenkins
Alaska Ombudsman