

Complaints & Grievances

If you, as a client, need to address a complaint or grievance concerning your therapist or any other staff member, we encourage you to contact Octavia Brown, LCSW-C, who serves as the owner and clinical director. You can reach Ms. Brown at obrown@urbanmh.com. Your feedback is valuable to us, and we are committed to addressing any concerns promptly and professionally to ensure the highest quality of service. Thank you for your cooperation and for entrusting us with your mental health care.