

**N.H. BUREAU OF DEVELOPMENTAL SERVICES
ANNUAL INDIVIDUAL NOTIFICATION OF
DEVELOPMENTAL SERVICES COMPLAINT PROCESS,
INCLUDING HOW TO REPORT ABUSE AND NEGLECT
(Required by He-M 202.07 (e))**

WHEN AND WHAT CAN I FILE A COMPLAINT ABOUT?

If you feel one of your rights has been violated, you can complain. You can complain if you don't like an action an agency has taken regarding your services or service agreement, or if you're not happy with what an agency or provider is doing for you. You should complain if you feel someone has abused or neglected you or hurt you in some way, or you don't feel safe.

You can also complain about the quality of your services; housing and residential issues; or if someone has restricted your other rights such as your right to self-determination, privacy, dignity, confidentiality, or to be informed about the benefits and risks of treatment, such as medication.

Many of the rights you have are contained in rules He-M 503 and He-M 310.

WHO CAN COMPLAIN?

You, your family member, your guardian, or anyone else may complain.

WHERE DO I GO IF I HAVE A COMPLAINT?

You may file a complaint either verbally or in writing. You may give the complaint to any employee of an area agency or program or the Bureau of Developmental Services. Any person may file the complaint for you.

To file a complaint directly with the Bureau of Developmental Services, you may call:

1-855-450-3593

To report any suspected abuse or neglect, you may also call the Bureau of Adult and Elderly Services at (800) 949-0470 during business hours, call 911, or call the local police.

WHAT WILL HAPPEN AFTER I FILE A COMPLAINT?

A complaint investigator will be assigned to your case. If the complaint involves abuse, neglect, or exploitation, an investigation will be conducted. For other complaints, you may try to settle the issues informally by talking with the people involved. If you can't fix the problem or don't want to talk to the people involved, you can have the matter investigated.

WHO IS THE COMPLAINT INVESTIGATOR?

Investigators are contracted and trained by the Bureau's Office of Client and Legal Services. They are not area agency or program employees.

WHAT IS THE OFFICE OF CLIENT AND LEGAL SERVICES?

This office is part of the Department of Health and Human Services and helps individuals with developmental and intellectual disabilities and acquired brain disorders by responding to questions and complaints, helping you get needed services and information, and making sure that your human rights are protected.

WHAT HAPPENS DURING THE COMPLAINT INVESTIGATION?

The investigator will interview witnesses, look at records that are related to your complaint, examine any other evidence, and write a report. The report will have conclusions about what happened and will make recommendations.

WHERE DOES THE REPORT GO?

If you or the other people involved are not happy with the report, you may ask for further investigation or review. After the Bureau administrator makes a final decision on the report, any recommendations will be implemented.

CAN THE FINAL REPORT BE APPEALED?

Yes – anyone may appeal the report's recommendations to the Department's Administrative Appeals Unit.

Please See Reverse

DO I NEED A LAWYER TO ASSIST ME IN MAKING A COMPLAINT OR IN REQUESTING A REVIEW OR APPEAL?

You do not need a lawyer to make a complaint, but you may want to have one to protect your rights and assist you. This would be especially the case if want to file an appeal and attend a hearing. You can contact the Disabilities Rights Center to see if they can assist you at 1-800-834-1721.

The entire complaint process is described in a rule called He-M 202, [Rights Protection Procedures for Developmental Services](#).

I acknowledge that the Bureau of Developmental Services' complaint process has been explained to me and I have been given a written summary of this process:

Individual's Signature Date

Guardian's/Representative's Signature Date

Area Agency Representative's Signature Date

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