

## HOME AND COMMUNITY-BASED SERVICES WAIVER PROGRAMS / TEXAS HOME LIVING WAIVER PROGRAM COMPLAINT PROCESS

To file a complaint about the Spindletop Center's HCS Provider (HCS contract #001007211), or (TxHmL contract #001010230), you may contact either:

**Monica Zoch, LBSW, MSW**  
Director, IDD Provider Services  
409-784-5462 or 1-800-317 5809  
[monica.zoch@stctr.org](mailto:monica.zoch@stctr.org)

**Nekeisha Coates**  
Associate Director, IDD Provider Services  
409-784-5462 or 1-800-317 5809  
[nekeisha.coates@stctr.org](mailto:nekeisha.coates@stctr.org)

or

**Lisa Gibbs**  
Chief IDD Officer  
409-784-5461  
[lisa.gibbs@stctr.org](mailto:lisa.gibbs@stctr.org)

or

**Patricia Allen**  
Rights Protection Officer  
409-784-5550 or 1-800-317-5809  
[patricia.bowlen@stctr.org](mailto:patricia.bowlen@stctr.org)

If, after speaking with Spindletop Center representatives, your concern has not been satisfactorily resolved, you may file a complaint with:

**HHSC (Health and Human Services)**  
formerly DADS (Department of Aging and Disability Services)  
1-800-458-9858  
[crscomplaints@dads.state.tx.us](mailto:crscomplaints@dads.state.tx.us)

To file an allegation of **Abuse, Neglect, or Exploitation**, you may contact:

**DFPS (Department of Family and Protective Services)**  
1-800-647-7418

**Health and Human Services Ombudsman for BH and IDD**  
PO Box 13247, Austin, Texas 78711  
1-800-252-8154

It is our desire to address any concerns affecting an individual's rights, quality of care, or situations which pose a threat to an individual's health and safety. Attempts will be made to address and resolve concerns in a timely manner on the local level.

Should you wish to make a complaint to **HHSC** or **DFPS**, it is suggested you have the following information ready:

- Your name, address, and phone number (optional, but important).
- Name, address, and city of the facility, agency, or provider about whom you are concerned.
- Details of the event or issue about which you wish to make a complaint. Specific information about the date, day of the week, and time of day when the problem was observed, as well as the name of the individuals involved, will assist investigators.

Complaints may be anonymous, but it assists the staff investigating the complaint to know who you are and where you can be reached if more information is needed. Also, it is the only way to let you know the results of the investigation. **The identity of all complainants and residents is protected by law.**

If, your complaint requires an on-site investigation, it will be prioritized according to federal and agency program regulations/rules and referred to DADS regional office, Community Mental Health and Mental Retardation Center Rights Protection Officer, or Regulatory for an onsite investigation. Complainants are notified of the findings by regional staff at the conclusion of the investigation. On-site investigations are not pre-announced.