



**If you have a question about your rights or treatment at a State Facility or Community Mental Health Center for individuals with mental health diagnoses or intellectual and developmental disabilities or you feel your rights have been violated, call:**

**Spindletop Center  
Rights Protection Officer  
Patricia Allen**

655 S. 8th Street Beaumont, Texas 77701  
Office: 409-784-5550  
Cell: 409-550-7 499

**Disability Rights Texas**

2222 West Braker Lane Austin, TX 78758  
1-800-252-9108 (intake line)  
1-800-362-2851  
(statewide videophone)

**Health and Human Services  
Ombudsman for BH and IDD**

PO Box 13247 Austin, Texas 78711  
1-800-252-8154

**Health and Human Services  
Substance Use  
Disorder Complaint**

Mail Code 1970  
P.O. Box 149347 Austin, Texas 78714  
1-888-973-0022  
CII.SA@HHSC.state.tx.us

**Texas Health and Human  
Services Complaint and Incident  
Hotline**

Mail Code E-249  
P.O. Box 149030 Austin, TX 78714  
1-800-458-9858  
(Including ISS Services complaints)

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

**Department of Family and Protective Services**

1-800-647-7418 (APS) 1-800-252-5400 (CPS)

**Spindletop Center and its contractors will not discriminate against you because of your race, color, national origin, sex, age, religion, disability, sexual orientation or gender identity.**

To file a discrimination complaint, contact:

**Civil Rights Office**

701 W. 51st St., MC W206, Austin, TX 76751  
Phone: 888-388-6332 TTY: 877-432-7232  
Fax: 512-438-5885  
HHSCivilRightsOffice@hhsc.state.tx.us

**Spindletop Center will also not turn anyone away for an inability to pay for services. Ask us for a Good Faith Estimate or for information on our sliding fee discount eligibility.**