

COMPLAINT PROCESS

To file a complaint about the Local IDD Authority Service Coordination (which is Spindletop Center Service Coordination) or your Provider for General Revenue (GR), Texas Home Living (TxHmL), or Home and Community-based Services (HCS) you may contact the following:

Lisa Gibbs
Chief IDD Officer
(409)784-5461 or 1(800)317-5809
Lisa.Gibbs@stctr.org

Patricia Allen
Rights Protection Officer
(409)550-7499 or 1(800)317-5809
Patricia.Bowlen@stctr.org

IDD Ombudsmen
1(800)252-8154
OmbudsmenIDD@hhsc.state.tx.us

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

We desire to address any concerns affecting an individual's rights, quality of care, or situations that threaten an individual's health and safety. We attempt to address and resolve concerns promptly on the local level.

Should you wish to make a complaint to HHSC or DFPS, please have the following information ready to assist investigators:

- 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: the date, day of the week, and time of day when the problem was observed, and the names of the individuals involved

Remember that complaints can be anonymous, but it assists the staff investigating the complaint in knowing who you are and where we can reach you if more information is needed. Also, if you want the investigation results, we will need to know how to contact you. The identity of all complainants and residents is protected by law.

If your complaint requires an onsite investigation, it will be prioritized according to federal and agency program regulations/rules and referred to HHSC regional office, Spindletop Center Rights Protection Officer, or Regulatory for an onsite investigation. Regional staff notifies complainants of the findings at the investigation's conclusion. Onsite investigations are not pre-announced.