

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:

Ericka Turner

Director of IDD Authority Services
409-784-5525
1-800-317-5809
Ericka.turner@stctr.org

Lisa Gibbs

Chief IDD Officer
409-784-5461
1-800-317-5809
lisa.gibbs@stctr.org

Jonathan Sanchez

Rights Protection Officer
409-550-7499
1-800-317-5809
jonathan.sanchez@stctr.org

Or

IDD Ombudsman

1-800-252-8154
OmbudsmanIDD@hhsc.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

It is our desire to address any concerns affecting an individual's rights, quality of care, or situations which pose a threat to individual's health and safety. The complaints process will begin immediately or within 24 hours of receiving a complaint. Attempts will be made to address and resolve concerns within 10 business days 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 HHSC regional office, Community Mental Health and Mental Retardation Center Rights Protection Officer, or Regulatory for an on-site investigation. Complainants are notified of the findings by regional staff at the conclusion of the investigation. On-site investigations are not pre-announced.