

# REVISED COMPLAINT PROCESS

From the [NH Bureau of Developmental Services](#):

In the past, complaints regarding delivery of developmental services were handled directly by the Area Agency. A revised process for filing complaints was put into effect September 1, 2011.

Now, as a result of changes to administrative rule He-M 202, complaints are made directly to the state.

**To FILE A COMPLAINT**

**call this toll-free number at any time:**

**1-855-450-3593**

**After you file a complaint, an investigator will contact you.**

Individuals who receive services in the developmental services system have a right to be free from abuse, neglect and being taken advantage of. If you receive services and believe your rights have been violated, you have a right to file a complaint.

In addition, staff, providers and others who work with individuals who receive services in this system must file a complaint if they are aware of or suspect that an individual is being abused, neglected or exploited.