



Ready, Set, KNOW...



Office of
**Developmental
Disabilities**
Ombuds

The DD Ombuds responds to complaints involving the delivery of services to individuals with developmental disabilities in Washington State.

Complaints may relate to:

- Abuse, neglect, exploitation
- Quality of, or access to, services

Ombuds services include:

- Information and referral
- Help to resolve issues at the lowest level possible
- Informal resolution of complaints
- Monitoring facilities or residences
- Advocacy on behalf of an individual or group to resolve a complaint
- Reporting and recommendations to the state regarding service improvements

How to Make a Complaint

Online Complaint Form:

Fill out an online complaint at ddombuds.org. If you need assistance or an accommodation to complete the form, call the complaint line at 1-833-727-8900.

Phone (interpreters available):

Toll-free Complaint Line: 1-833-727-8900

TTY: Please use 711 for Washington Relay Service

In Person:

Make a complaint with a DD Ombuds during a monitoring visit.

For Immediate Assistance

The DD Ombuds is not an emergency service. If you are experiencing an emergency and need immediate assistance, call **9-1-1**.

To report suspected abuse, neglect, abandonment, or financial exploitation of any child or vulnerable adult, call **1-866-363-4276 (1-866-ENDHARM)**.

You Have Rights

If you are a person with a developmental disability and receive services from the state, you have rights.

Some of these rights include:

- The right to privacy and dignity.
- The right to choose your friends.
- The right to make decisions about your daily activities.
- The right to participate in treatment decisions.
- The right to be free from abuse and neglect.
- The right to voice complaints without retaliation.

**Exercise your rights:
Resolve complaints.**

From the Office of
Developmental Disabilities Ombuds
ddombuds.org