

**New Hampshire
Bureau of Developmental Services
Revised Complaint Process**

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 the developmental services system must file a complaint if they are aware of or suspect that an individual is being abused, neglected or exploited.

There is a new process in the State of New Hampshire, starting September 1, 2011, for filing a complaint.

In the past, complaints were handled directly by the Area Agency. Now, as a result of changes to administrative rule He-M 202, complaints are made directly to the State.

To file a complaint please call this toll free number at any time:

1-855-450-3593

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

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