

Participant Complaint Process

What is a complaint?

A complaint is when another person's actions or words make you feel unhappy, upset, or in pain.

If you believe you have a complaint, first:

- Discuss the issue with your staff, provider, and/or agency management according to their grievance process. A copy of this process may have been given to you when you started services.

If you feel your complaint is not resolved, follow these guidelines:

- Write down what has happened, when it has happened, and who was involved. If you need help, ask someone to write down this information for you. Some details you could include are:
 - Nature of the complaint or concern
 - Provider/agency name
 - Names of anyone who may have been a witness
 - Is this happening to anyone else?
- Tell your guardian (if applicable), Service Coordinator or Support Broker about your complaint. They can help you decide who to call for more information or to file a complaint.
- If your Service Coordinator or Support Broker is the person you have a concern or complaint about, you will need to call the Bureau of Developmental Disability Services (BDDS) office yourself and/or have someone you trust help you file the complaint. The telephone numbers for BDDS offices around the state are listed below.

Bureau of Developmental Disability Services (BDDS)	
Region 1 (Coeur d'Alene)	(208) 769-1567 Select Regional Medicaid
Region 2 (Lewiston)	(208) 799-4430 or (877) 799-4430 Select Adult Developmental Disabilities Program
Region 3 (Nampa/Caldwell)	(208) 455-7150
Region 4 (Boise, Meridian, Mountain Home, McCall)	(208) 334-0940
Region 5 (Twin Falls)	(208) 736-3024 or (800) 826-1206
Region 6 (Pocatello)	(208) 239-6239
Region 7 (Idaho Falls)	(208) 528-5750

What will happen with my complaint?

- When you contact BDDS staff to file a complaint, they will need to ask you some questions about the situation. They will then investigate the complaint, or they will forward the information on to another department or agency if it important for them to be involved in the investigation.

There are certain types of complaints that are very serious and need to be reported immediately:

- **Abuse:** Someone is causing you physical pain/injury or mental injury on purpose.
- **Neglect:** Someone who is supposed to be helping you does not give you the food, clothing, shelter, or medical care you need to stay alive and be healthy or does not allow you to do the things you normally do to take care of yourself.
- **Exploitation:** Someone is using your money, belongings, or resources for themselves rather than how you want it to be used.

If your concern or complaint is about abuse, neglect, or exploitation, it is very important that you report what is going on as soon as possible. You can report directly to Adult Protection Services (numbers listed below).

Adult Protection Services	
Area 1 (Region 1—Coeur d'Alene)	(208) 667-3179 or 1-800-786-5536
Area 2 (Region 2—Lewiston)	(208) 743-5580 or 1-800-877-3206
Area 3 (Regions 3 and 4—Boise/Caldwell/Nampa/Mountain Home/McCall)	(208) 898-7060 or 1-844-850-2883
Area 4 (Region 5—Twin Falls)	(208) 736-2122 or 1-800-574-8656
Area 5 (Region 6—Pocatello)	(208) 233-4032 or 1-800-526-8129
Area 6 (Region 7—Idaho Falls)	(208) 522-5391 or 1-800-632-4813

If you are in immediate danger, have a serious injury, or are experiencing some other emergency, call local law enforcement/emergency medical services at 9-1-1.