

Complaints can be processed by any of the following actions:

A consumer or consumer's representative on behalf of a consumer enrolled in any program of the Center may file a complaint with HHSC alleging that a requirement of independent living services was violated. A complaint may be filed directly with HHSC without having been filed with Disability in Action, Inc..

A complaint may be filed by:

- Mail: Texas Health and Human Services Commission, Office of the Ombudsman, MC H-700; PO Box 13247, Austin, TX. 78711-3247;
- Phone: 1-877-787-8999 or Relay Texas for people with a hearing or speech disability: 7-1-1 or 1-800-735-2989;
- Fax: 1-888-780-8099; or
- Online: HHSC's Ombudsman page.

More information regarding the complaint process may be obtained by calling the Office of the Ombudsman at 1-877-787-8999 or Relay Texas for people with a hearing or speech disability: 7-1-1 or 1-800-735-2989.

Consumers have the right to contact the Executive Director with complaints about services. The Executive Director will review a complaint within five working days of the Executive Director's receipt of the complaint and try to reach a resolution to the problem. The Executive Director will inform the Consumer or his/her representative in writing, of the resolution of or attempt to resolve the problem or complaint within ten days from receiving the complaint report. If the Consumer is not satisfied, the Executive Director will offer options to continue services and/or make referrals to another agency. If necessary, the Executive Director will consult with HHSC or other appropriate grantors for assistance.

Consumers may also file a complaint with The Client Assistance Program (CAP)

The Client Assistance Program (CAP) is federally funded and mandated under the Act to provide information, assistance, and advocacy for people with disabilities who are seeking or receiving services from programs, including the Independent Living Services Program. CAP services can include:

- informing the consumer of his or her rights,
- providing information about services and benefits of the program,
- advocating for consumers in his or her relationship with the program,
- assisting the consumer in understanding and using the appeals process,
- assisting the consumer and systemic advocacy in relation to the program that may include policy issues and changes, and
- resolving issues at the lowest level possible.

The CAP is implemented by Disability Rights Texas (DRTx), a legal services organization whose mission is to protect the human, service, and legal rights of persons with disabilities in Texas.

DRTx advocates are not employees of any state agency. There are no fees for CAP services, which are provided by advocates and attorneys when necessary. Services are confidential.

Service providers must use accessible formats to notify individuals with disabilities who are prospective or current consumers about:

- the availability of the CAP,
- the purposes of the services provided under the CAP, and how to contact the CAP.

Disability in Action, Inc. will notify consumers of the CAP at application, the development of the independent living plan, and anytime services are reduced, suspended or terminated.

A consumer or the consumer's representative may file a complaint with DRTx alleging that a requirement of independent living services was violated. The complaint need not be filed with Disability in Action, Inc..

A complaint may be filed by:

phone: 1-800-252-9108; or videophone: 1-866-362-2851

More information about the complaint process is available by calling DRTx at 1-800-252-9108 or videophone at 1-866-362-2851.