



Client/Parent/Family/Guardian General Public Complaint and Positive Feedback Handout

This handout describes the methods by which an individual, parent, family member, guardian, and the general public may register a complaint or give positive feedback about Bluebonnet Trails Community Services (BTCS) programs, provider services, service delivery, and/or a staff person.

1. **Complaints and Comments to BTCS:**

- During regular business hours, calls may be made to the Center Director/Program Manager or supervisor for immediate attention. If you are dissatisfied with this response, you may contact the Client Rights Officer at **(512) 244-8324**.
- Complaints and/or positive comments may also be emailed to complaints@bbtrails.org.
- After business hours, weekends and holidays, calls may be made to the following Complaint Line: **(512) 244-8324**. Calls will be checked within 24 business hours.
- Complaints or positive comments may also be sent by mail to the following address:

*Bluebonnet Trails Community Services
Office of Rights Protection/Complaints
1009 N. Georgetown Street
Round Rock, Texas, 78664*

- All positive feedback will be shared with the appropriate program, staff and/or county service site.
- Complaints may be received verbally (telephone or face-to-face) or in written form to the Client Rights Officer (CRO), depending on the preference of the person making the complaint. The CRO will respond to affirm receipt of the complaint in writing or by telephone, noting the date of receipt of all complaints on an internal tracking excel file. The timeframes and process for complaint resolution will be reviewed at that time, for those received through direct communication, or in writing for complaints received in written form and those requesting written confirmation. An opportunity for a face-to-face meeting with the person investigating the complaint will be offered. Complaints will be responded to within 48 business hours of the date received if at all possible. If this is not possible, BTCS will note the reason for the delay in the tracking file. The response to a complaint will initially be given orally the same day of the resolution or, at the latest, the next business day (assuming the person can be reached by telephone). All complaints will be responded to within three (3) business days of the resolution. This correspondence will include information about other avenues whereby the complaint can be addressed if the individual is not satisfied with the resolution.
- The CRO will maintain a file of all complaints. The date, name of person calling, county, BTCS program and a brief summary of the nature of the complaint will be logged. Additionally, all complaints will be categorized as substantiated, unsubstantiated, or unable to substantiate.
- The resolution of all complaints will be retained on file along with the original complaint (or notations of direct complaints) and the response to the complaint. In the event a complaint is not resolved to the satisfaction of the person submitting the complaint, the person may

present their complaint directly to the Executive Director of Bluebonnet Trails Community Services, Andrea Richardson, at **512-244-8305** or by mail to:

*Andrea Richardson, Executive Director
Bluebonnet Trails Community Services
1009 N. Georgetown Street
Round Rock, TX 78664*

2. **Complaints to the Office of the Ombudsman:** Complaints may be filed directly with the Office of the Ombudsman (state offices), as listed by program below.

- Intellectual Developmental Disability Services

Call **1-800-252-8154** or email OmbudsmanIDD@hsc.state.tx.us. Complaints or positive comments may also be sent by mail to the following address:

*Texas Health and Human Services Commission
IDD Ombudsman
P.O. Box 13247
Austin, TX 78711-3247*

- Mental Health or Substance Use Services

Call **1-877-787-8999** or submit complaints electronically to https://hhsportal.hhs.state.tx.us/heartwebextr/public/assignment_hhsc_omd?methodToCall=loadExternalAssignmentHome. Complaints or positive comments may also be sent by mail to the following address:

*Texas Health and Human Services Commission
Office of the Ombudsman
P.O. Box 13247
Austin, TX 78711-3247*

- Early Childhood Intervention Services

Call **1-877-787-8999** or FAX to **1-512-424-6759**. Complaints or positive comments may also be sent by mail to the following address:

*Assistant Commissioner
Department of Assistive and Rehabilitative Services
Division of Early Childhood Intervention Services
4900 North Lamar Blvd.
Austin, Texas 78751-2399*

- Substance Use Services

Call **1-877-432-7232** or **1-888-388-6332**, or email HHSCIVILRIGHTSOFFICE@hsc.state.tx.us. Complaints or positive comments may also be sent by mail to the following address:

*Commission's Investigation Division
701 W. 51st Street
Mail Code W206
Austin, Texas 78751*

3. Advocacy, Inc. (**1-800-252-9108**) is an additional resource for all persons with disabilities.

4. A complaint may be reported by anyone, at any time without fear of retaliation. During regular business hours, calls may be made to the Center Director/Program Manager or supervisor for immediate attention.
 - Pens, paper, envelopes, postage, and access to a telephone will be provided upon request, to file a complaint.
5. **For persons accessing HCS and Texas Home Living Waiver only:**
 - The Texas Department of Health and Human Services receives complaints from individuals, family members and the general public regarding the care, treatment or services provided to an individual in these programs. These complaints are reported to their office of Consumer Rights and Services (CRS). Individuals receiving services or family members of the individual may prefer to call CRS to assist in resolving an issue rather than speaking with their Service Coordinator, HCS provider or BTCS CRO.
 - A complaint may be reported by anyone, at any time, to the Texas Health and Human Services Ombudsman Office at **1-800-458-9858**. A complaint may also be made online at: ombudsmanIDD@hhsc.state.tx.us. Written complaints may be mailed to:

*Texas Health and Human Services
Ombudsman Office
P.O. Box 13247
Austin, TX 787114*
 - The Texas Health and Human Services Consumer Rights and Services website provides useful information regarding filing a complaint; locating consumer rights booklets; reporting abuse, neglect, and exploitation; and locating community services. Visit the website here: www.hhsc.state.tx.us/services/crs/index.html
 - All complaints received will be reviewed at least once annually, along with all reported incidents of client abuse and neglect, to determine ways the system at BTCS can be improved and to determine if there are any incident patterns, which could provide insight into ways to improve services.
6. All calls that have to do with abuse, neglect or exploitation will be directed to contact the Department of Family and Protective Services hotline number: **1-800-647-7418**.

Individuals receiving services and their families or legally authorized representative (LARs) will receive explanation of this procedure at admission to services and at least annually. They will also be informed that they can bypass the complaint process at Bluebonnet Trails Community Services and go directly to the HHSC Office of the Ombudsman through contact information listed above, or Advocacy, Inc., if they choose to do so. All Bluebonnet Trails Community Services authority and provider staff will receive training on these procedures initially and at least annually thereafter.