

## WHO SHOULD CALL?

We are here to receive concerns, issues and/or complaints from individuals with developmental disabilities/mental retardation, autism, their families, legal guardians, circle of supports, providers and/or concerned citizens.



## HOW TO CONTACT THE DD CONSUMER SERVICES OFFICE

Our Office hours are from 7:45 a.m. to 4:30 p.m. Monday through Friday, except for holidays.

Feel free to contact us via phone, email or stop by to visit us at:

Disability Supports Branch  
**CONSUMER SERVICES OFFICE**  
2201 Waimano Home Road  
Pearl City, Hawaii 96782  
Telephone: **453-6669**  
Fax: **453-6244**

Neighbor Islands call toll free:

Hawaii 974-4000  
Maui 984-2400  
Kauai 274-3141  
Molokai, Lanai 1-800-468-4644

Enter Extension: 3-6669

For TTY/TDD/TRS users: 711

E-mail:

[ddconsumerservicesoffice@doh.hawaii.gov](mailto:ddconsumerservicesoffice@doh.hawaii.gov)

Copies of this brochure are also available in Braille and large print.



Linda Lingle, Governor  
Chiyome Leinaala Fukino, M.D. Director of Health

### Equal Rights

We provide access to our activities without regard to race, color, national origin (including language), age, sex, religion or disability. Write or call the office on this brochure or our departmental Affirmative Action Officer at Box 3378, Honolulu, HI 96801-3378, or at 586-4616 (V/TTY) within 180 days of a problem.

# Developmental Disabilities Division CONSUMER SERVICES Office



For questions and concerns regarding services for Hawai'i's people with developmental disabilities.

*A part of the Developmental Disabilities Division's efforts to improve quality of care and quality of life for people with disabilities.*

## WHAT SHOULD YOU DO IF YOU HAVE A CONCERN?

In fairness to the person(s) or agency involved, we encourage you to first try to resolve your concern(s) or issue(s) with the person(s) or agency involved. In many cases, you may be able to resolve the issue(s) or concern(s) on your own. If you have voiced your concern(s) or issue(s) and are not satisfied with the response and you do not want to contact the person(s) or agency, then please contact us.

All issues, concerns and complaints received are kept confidential. We will look into the situation with the appropriate/responsible person(s), agency/agencies involved to bring remediation/resolution to your issue(s) and concern(s).

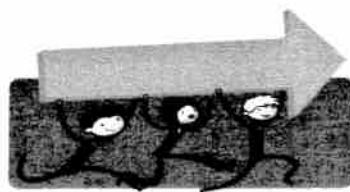
We do not address complaints concerning public employee grievances covered by collective bargaining agreements, fee/billing disputes, or personal conflicts.

We cannot:

- Offer legal advice; serve as legal counselors, legal advocates or

representatives on behalf of any person or agency.

- Compel or reverse administrative actions. Instead we inform the relevant parties of the need to resolve substantiated concerns, issues or complaints through recommended actions and reasoned persuasion.



## WHAT IS THE DD CONSUMER SERVICES OFFICE?

The DD Consumer Services Office is a component of the Developmental Disabilities Division's Quality Assurance System. We are able to:

- Address a range of concerns, issues, and complaints
- Conduct investigative discovery/fact finding
- Identify methods to bring resolution and remediation to your concern(s), issue(s) and/or complaint(s)
- Bring parties together to resolve issues and concerns

- Offer a neutral third-party mediator (upon request)
- Identify and recommend systemic changes and improvements in the delivery of services to our consumers and
- Suggest ways for corrective actions that achieve sound, fair and improved administrative practices

## OTHER SERVICES

### Procedural Advocacy

Should we discover areas for improvement in government service, we will make recommendations for changes to administrative rules or policy and/or operating procedures.

### Family Liaison/Outreach

We assist families and self-advocates to better navigate the developmental disabilities system by providing assistance to access needed services.

### Information And Referral

While our primary duty is to bring remediation and resolution to your complaint, we will also try to answer any general questions you may have or refer you to the most appropriate person(s), agency or source for further assistance.