

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, follow these guidelines:

- Write down what happened, when it happened, and who was involved.
- If you need help, ask someone to write down this information for you.
- 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 or get someone you trust to help you to 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) 334-0960
Region 5 (Twin Falls)	(208) 736-3024 or (800) 826-1206
Region 6 (Pocatello)	(208) 239-6260
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. They will then investigate the complaint or they will forward the information on to another agency if it important for this other agency 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:

- Bureau of Developmental Disability Services (BDDS) in the region where you live (numbers listed above); or
- 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) 322-7033 or 1-800-859-0321
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 at 9-1-1.