

GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT ON DISABILITY SERVICES

DDA Formal Complaint System
Consumer Rights

- 1. If you are receiving DDA supports or services, you have the right to file a formal complaint about:**
 - a. The denial, delay, reduction, or termination of DDA supports or services including Medicaid waiver services through the DDA Formal Complaint System.
 - b. The application of DDA policies, procedures, or practices to the person
 - c. The application of DDA providers' policies, procedures, or practices to the person
- 2. You have the right to grant consent to another person to file a formal complaint for you.**

You can ask someone to file a formal complaint for you. A person **cannot** file a formal complaint for you if you do not want them to.
- 3. You have the right to be assisted in using the DDA Formal Complaint System by one or more supporters.**

These may include an informal supporter, a Supported Decision-Making Agreement supporter, an attorney, an advocate, a Peer Supporter, or other representative of your choosing at your own expense. Assistance from a Peer Supporter through the DDA Formal Complaint System Peer Pilot Program is free. However, DDS does not pay for any other supporters or representatives
- 4. You have the right to request the Complaint System Coordinator to assist you in filing a formal complaint with DDA.**
- 5. You have the right to request and receive a qualified interpreter, fluent in your primary language, including sign language, at no cost to you.**
- 6. You cannot be treated unfairly because you file a formal complaint.**

DDA and the provider must continue to serve a person already receiving supports or services without limitation, reduction, or termination of services. Any retaliation should immediately be reported to the DDA Complaint System Coordinator.
- 7. You have the right to request an appeal directly to Office of Administrative Hearings (OAH) for Medicaid denials, delays, suspensions, reductions, or terminations.**
- 8. You have the right to ask for and receive a copy of your Complaint File and have it explained to you if you wish.**

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During the DDA Formal Complaint Process you may choose to represent yourself or seek assistance from legal counsel, a relative, a friend, or other person.

Here are some resources:

Disability Rights DC at University Legal Services:

220 I Street, N.E., Suite 130

Washington, D.C. 20002

Phone (202) 547-0198

Alternative Phone: (202) 547-4747

Fax: (202) 547-2662

TTY: (202) 547-2657

Quality Trust for Individuals with Disabilities

4301 Connecticut Avenue, NW

Suite 310

Washington, DC 20008

Phone: (202) 448-1450

Fax: (202) 448-1451

Email: info@dcqualitytrust.org

Peer Support Pilot Program

DDS partnered with Project ACTION! to develop this program. A peer supporter is a person with an intellectual or developmental disability trained in the DDA Formal Complaint System and how to help a person advocate within that system. A person who files a formal complaint may request a peer supporter to help them navigate the DDA Formal Complaint System, teach them about self-advocacy, and be a source of support throughout the process.

Phone: (202) 730-1623

Email: dds.complaints@dc.gov