

**GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT ON DISABILITY SERVICES**



POLICY	
Department on Disability Services	Subject: DDA Complaint Policy
Responsible Program or Office: Developmental Disabilities Administration	Procedure Number: 2016-DDA-POL01
Date of Approval by the Director: February 2, 2016	Number of Pages: 2
Effective Date: February 2, 2016	Expiration Date, if any: N/A
Supersedes Policy Dated: N/A	
Cross References, Related Policies and Procedures, and Related Documents: Internal Problem Resolution Policy; Intake and Eligibility Determination Policy; Individualized Support Plan Appeals Policy; 29 DCMR § 1911 (Individual Rights); What to Do if You Have Questions, Need Help or Want to File A Complaint About Supports From The Developmental Disabilities Administration Attachment	

1. PURPOSE

The purpose of this policy is to establish protocols for every person served by the Department on Disability Services (DDS), Developmental Disabilities Administration (DDA), to be able to make a complaint about the services and support that they receive, and to get their complaints resolved in a timely manner.

2. APPLICABILITY

This policy applies to all DDA employees, subcontractors, providers, vendors, consultants, volunteers, and governmental agencies that provide services and supports to people with intellectual and developmental disabilities.

3. AUTHORITY

The authority for this policy established in D.C. Law 16-264, the "Department on Disability Services Establishment Act of 2006," effective March 14, 2007 (D.C. Official Code § 7-761.01 *et seq.*); and D.C. Law 2-137, the "Citizens with Intellectual Disabilities Constitutional Rights and Dignity Act of 1978," effective March 3, 1979 (D.C. Official Code § 7-1301.01 *et seq.*).

4. POLICY

It is the policy of DDS to accept and aim to resolve complaints about supports for people receiving services from DDA.

It is the policy of DDS to ensure that people who receive Medicaid services receive information about their due process rights to file a request for a fair hearing regarding any delay, denial, reduction or termination of Medicaid services.

It is the policy of DDS to ensure that there is no retaliation by DDS staff or provider employees for the filing of a complaint.

5. STANDARDS

DDA shall establish and maintain procedures and standards for responding to and resolving complaints.

DDA shall offer a variety of ways that a person or his or her representative can complain about services and supports. A person may use one or more of the complaint processes.

A person may file either a confidential or an anonymous complaint.

Any interested person may file a complaint, including the person who receives services, a family member or friend, a service provider, DDS staff, the person's guardian or other substitute decision-maker, the person's advocate, or attorney.

DDA shall inform people who receive Medicaid services of their right to file a request for a Medicaid fair hearing whenever there is a delay, denial, reduction or termination of the person's Medicaid services.

DDA waiver providers are required to have complaint procedures that include the option for a person to file an anonymous complaint. Waiver providers must inform people receiving supports orally and in writing about their complaint system and how to file an anonymous complaint.

Upon reasonable belief that a person who has filed a complaint or on whose behalf a complaint has been filed is at imminent risk of serious harm, DDA shall immediately take all steps necessary to protect the person. The affected person or his/her legal representative may request that he/she no longer be subject to a staff person, provider or service coordinator during the resolution of the complaint.

DDS shall report any employee, agency, or provider that retaliates against a person who files a complaint or requests a hearing to the Office of the Inspector General.



Laura L. Nuss



Date