

# Developmental Services Grievances

A grievance is a complaint. You may file a grievance if:

- You think your rights have been violated;
- You are not satisfied with the services and supports you are receiving; or
- You want to complain about inaction of the Department (DHHS) or a Provider.

Filing a grievance is a way to settle a disagreement.

More information on grievances is on the DHHS website:

<http://www.maine.gov/dhhs/oads/home-support/disability-with-autism/grievance-process.html>

If you want help filing a grievance, you can talk to the advocate from Disability Rights Maine in your area.

## **DEVELOPMENTAL SERVICES ADVOCATES**

### **Cumberland and York Counties**

Disability Rights Maine Advocate  
151 Jetport Blvd.  
Portland, Me 04101  
Tel: 1-800-269-5208  
TTY: Maine Relay 711

### **Knox, Lincoln, Sagadahoc and Waldo Counties**

Disability Rights Maine Advocate  
91 Camden Street, Suite 103  
Rockland, ME 04841  
Tel: 1-800-482-1948, ext. 215  
TTY: Maine Relay 711

### **Androscoggin, Franklin, Oxford Counties**

Disability Rights Maine Advocate  
200 Main Street  
Lewiston, Me 04240  
Tel: 1-800-482-7517  
TTY: Maine Relay 711

### **Penobscot, Piscataquis, Hancock and Washington Counties**

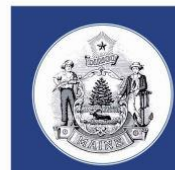
Disability Rights Maine Advocate  
396 Griffin Road  
Bangor, ME 04401  
Tel: 1-800-432-7825  
TTY: Maine Relay 711

### **Kennebec and Somerset Counties**

Disability Rights Maine Advocate  
24 Stone Street, Suite 204  
Augusta, ME 04330  
Tel: 1-800-452-1948  
TTY: Maine Relay 711

### **Aroostook County**

Disability Rights Maine Advocate  
PO Box 2007  
30 Skyway Drive, Unit 100  
Caribou, ME 04736  
Tel: 1-800-432-7366  
TTY: Maine Relay 711



Paul R. LePage, Governor

Department of Health  
and Human Services

Maine People Living  
Safe, Healthy and Productive Lives

Mary C. Mayhew, Commissioner

## Developmental Services Reportable Events

Reportable events are events that happened or may happen that impact your safety, welfare, rights, or dignity. If you believe you are being abused, exploited, or neglected you can file a report.

Filing a report is a way to protect you from harm.

More information on reportable events is on the DHHS website:

<http://www.maine.gov/dhhs/oads/aps-guardianship/recognize-abuse.html>

To file a report, contact the **APS Intake Unit**:

- Nationwide 24-hour, toll-free:
  - **1-800-624-8404**
- TTY (during business hours)"
  - **1-800-624-8404**
- TTY In-State (after hours):
  - **1-800-963-9490**
- TTY Out-of-State (after hours):
  - **207-287-3492**
- You can also file a report online:  
<http://www.maine.gov/dhhs/oads/aps-guardianship/report.html>

## Developmental Services Crisis Team

DS Crisis provides assistance to individuals, families, guardians, and providers to maximize individuals' opportunities to remain in their homes and local communities during and after crisis incidents.

Any dangerous situation which imposes risk of imminent harm, of any individual served by Developmental Services, should be brought to the attention of the crisis team.

To contact the Crisis Team for your district:

**1-888-568-1112**

**Ask for a DS Crisis Worker**

Revised July 2016