Our mission is to inform the Legislature’s work to ensure safe, quality services for people with developmental disabilities.

The DD Ombuds program is a way to reach people with developmental disabilities to make sure they are safe and have their needs met. The DD Ombuds helps to resolve complaints as well as find and address abuse.

DD Ombuds is a private, independent office, not part of DDA or DSHS.

**For immediate assistance**

The DD Ombuds does not provide emergency services. If you are experiencing an emergency and need immediate assistance, call 9-1-1.

To report suspected abuse, neglect, abandonment, or financial exploitation of a child or vulnerable adult, call 1-866-363-4276. (1-866-ENDHARM).

[Image of DD Ombuds Staff and Advisory Committee members smiling for the camera.]

**Phone:** (833) 727-8900  
**Fax:** (206) 957-0729  
**Email:** info@ddombuds.org  
**Website:** www.ddombuds.org

**Who ya gonna call?**

**Call the DD Ombuds!**

**Contact us!**  
Phone: (833) 727-8900  
Website: www.ddombuds.org
Our Job
We work to improve the lives of people with developmental disabilities by providing these services:

Information and Referral
If you need support, but don’t know where to go, the DD Ombuds will try to provide resources to point you in the right direction.

Complaint Resolution
We work with individuals to try and resolve complaints about DD services.

Monitoring Visits
We regularly visit locations where individuals receive services, such as private and state-run supported living, institutions, group homes, private residences, and even employment or recreation settings.

Improving Systems
We make recommendations to service providers, the State and the Legislature on how to improve services.

Why make a complaint?
You don’t like the way you or someone you care about is being treated.
You don’t get to do the things you want.
You don’t feel safe.
You don’t get to make decisions for yourself.
You don’t get to have privacy.
Someone is harming you in some way.
You are unhappy about the services you receive.

We are here to help!
Remember, keep talking about your problem until someone listens!

Who can use our services?
Individuals who are receiving developmental disability services in Washington state, as well as their friends, family, guardians or staff on behalf of the individual may request our services.
Anyone with a disability may call the DD Ombuds office to receive information and referral to the appropriate organizations.

Making a complaint is easy!
Complaints may be made using our online complaint form, by calling our toll-free number, or in person during one of the DD Ombuds monitoring visits.

Complaints may be made anonymously.

The complaint process
The DD Ombuds will review, but may not investigate, every complaint. If we determine that we need more information, someone from the DD Ombuds office may follow up with you.

The DD Ombuds in your area will work with you to resolve the complaint at the lowest level possible.

If you make a complaint about your home or work, the DD Ombuds will prioritize those locations for a visit in the future.