

YOUR RIGHTS IN LOCAL AUTHORITY SERVICES

You have certain rights that are to be respected by the staff providing your services. To report a complaint, you may contact any of the following Rights Protection Offices:

Denton County MHMR Center IDD Rights Protection Officer

Kayla Lusk

3835 Morse Street

Denton, TX 76208

(940) 381 – 1770

margaretl@dentonmhmr.org

Health & Human Services Complaint & Incident Intake

Mail Code E-249 PO Box 149030

Austin, Texas 78714-9030

Complaint Hotline 1-800-458-9858

Fax: 833-709-5735

Email: hfc.complaints@hhsc.state.tx.us

Complaints Concerning the following:

Texas Home Living (TxHmL)

Home and Community Based Services (HCS)

Local Authority - (LA)

CRSComplaints@hhsc.state.tx.us

Disability Rights Texas

1420 West Mockingbird Lane, Suite 450

Dallas, TX 75247 – 4932

1(800) 252- 9108 option 1 English option 2 Spanish

Hours: Monday – Friday 9:00 am – 4:00 pm

24/7 Online Intake: intake.dr.tx.org

Health & Human Services Ombudsman for MH and IDD

P.O. Box 13247 Austin, Texas 78711-3247

1 (800) 252 – 8154

Fax: 1 (800) 780-8099

hfc.complaints@hhsc.state.tx.us