

Residential Facilities Ombudsman Program

An independent advocacy program seeking to improve the quality of life and independence of individuals living in homes licensed or certified for Intellectual and/or Developmental Disabilities or Mental Health conditions. Investigates concerns or complaints made by or on behalf of individuals.

All investigations are confidential and provided at no charge.

Call us at: 1-844-674-4567 (toll-free)

Email us at: RFO.info@oregon.gov – Note: This is not a secure email

Fax us at: 503-373-0852

Write us at: 3855 Wolverine St NE, Suite 6 Salem, OR 97305

Long-Term Care Ombudsman Program

An independent advocacy program seeking to improve the quality of life and independence of individuals living in long-term care settings such as Nursing Facilities, Assisted Living, and Adult Foster Care. Investigates concerns or complaints made by or on behalf of individuals.

All investigations are confidential and provided at no charge.

Call us at: 1-800-522-2602 (toll-free)

Email us at: LTCO.info@oregon.gov – Note: This is not a secure email

Fax us at: 503-373-0852

Write us at: 3855 Wolverine St NE, Suite 6 Salem, OR 97305

Additional Complaint Resources

IF YOU THINK SOMEONE IS IN DANGER OR BEING HURT, CALL 911 IMMEDIATELY!

Report Suspected Abuse

- **An Adult with Developmental Disabilities**

Call 1-855-503-SAFE (7233) or [report abuse or neglect to your county developmental disability program](#)

- **A Child**

Call 1-855-503-SAFE (7233) or [report abuse to local DHS Child Welfare offices](#)

- **An Adult with Mental Illness**

Call 1-855-503-SAFE (7233) or report abuse to your [county mental health program](#)

- **An Elderly Person or an Adult with Physical Disabilities**

Call 1-855-503-SAFE (7233) or contact the [Department of Human Services office](#) in your area

Report Medicaid Fraud:

- File a [fraud allegation report online](#) »
- Call the DHS Fraud Hotline:
1-888-372-8301 (8:00 am to 5:00 pm Pacific Time)
- Fax your written complaint to 503-373-1525.
Address your fax to ATTN: HOTLINE
- Mail your written complaint to:
Investigations Unit
P.O. Box 14150 Salem,
OR 97309

Oregon Health Authority: Addictions and Mental Health Division

If you are dissatisfied with an experience, use the link below to complete and submit a complaint form.

https://apps.state.or.us/Forms/Served/1e8001_en.pdf

Accessibility Complaints

Report any ODOT projects in your community that you're concerned are not following ADA guidelines by following the instructions at [this link](#).

File A Complaint Against A Nationally Certified Guardian

If you have a concern about a Guardian certified through the National Center for Guardianship Certification, you may file a complaint using [this page](#).

File a Complaint with the Governor's Advocacy Office

Any DHS client or customer who believes they received poor customer service or were treated in a discriminatory manner may file a complaint with the [Governor's Advocacy Office](#). There are four programs within this office:

The DHS Ombudsman
The Oregon Children's Ombudsman
The Foster Care Ombudsman
DHS Client Complaint and Report of Discrimination