





## What is the Consumer Complaints Resolution Unit?

The Consumer Complaints Resolution Unit (CCRU) is a component of the Developmental Disabilities Division's Quality Assurance System.

### What we do

- Address a range of concerns, issues, and complaints
- Identify methods to bring resolution and remediation to your concerns, issues and complaints
- Identify and recommend improvements in the delivery of services to our participants
- Suggest ways for corrective actions that achieve sound, fair and improved practices

## How your complaint will be handled

Upon receiving your complaint, the CCRU staff will:

1. Obtain the necessary information to understand the nature of the complaint or concern.
2. Gather information and conduct fact finding to address the complaint or concern.
3. Facilitate the resolution of the complaint or concern.

## Other Services

### Family Liaison/Outreach

We assist families and self-advocates to better navigate the developmental disabilities system by providing assistance to access needed services.

### Information and Referral

While our primary duty is to bring remediation and resolution to your complaint, we will also try to answer any general questions you may have or refer you to the most appropriate agency or source for further assistance.



## What should you do if you have a concern?

We encourage you to first try to resolve your concern or issue with the party involved. In many cases, you may be able to resolve the issue or concern on your own. If you do not want to contact the party involved or are not satisfied with their response, then please contact us.

All issues, concerns and complaints received are kept confidential. We will look into the situation with the appropriate parties involved to bring to resolution your issue or concern.