



COMMISSIONER  
Jon Weizenbaum

July 15, 2014

To: Adult Day Care Facilities (ADCs), Assisted Living Facilities (ALFs), Home and Community Support Services Agencies (HCSSAs), Intermediate Care Facilities for Individuals with an Intellectual Disability or Related Conditions (ICFs/IID) and Nursing Facilities (NFs)

Subject: **Provider Letter (PL) 14-07** – Complaints Regarding Surveyors (**Replaces PL 02-42**)

The purpose of this letter is to inform facilities and agencies about how to register complaints regarding surveyors.

**Register a complaint**

- You may call a complaint in to the Texas Department of Aging and Disability Services Consumer Rights and Services hotline at 1-800-458-9858.
- You may email a complaint to [RegInternal.Investigations@dads.state.tx.us](mailto:RegInternal.Investigations@dads.state.tx.us).
- You may complete a comment card online at [http://www.surveymonkey.com/s.aspx?sm=Ygu5f0mWHFQUdaPXO2\\_2bfzw\\_3d\\_3d](http://www.surveymonkey.com/s.aspx?sm=Ygu5f0mWHFQUdaPXO2_2bfzw_3d_3d).
- You may call a complaint in to the Regional Director for the region in which your facility or agency is located (see the chart below).

Facilities (ADCs, ALFs, ICFs/IID and NFs)

Region	Phone number
1	806-783-6529
2/9/10	325-795-5550
3	817-792-7228
4/5	409-730-4090
6	713-767-2291
7	512-908-9641
8/11	210-438-6300

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Agencies (HCSSAs)

Region	Phone number
1/2/9	806-783-6529
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8/11	210-438-6300

### **Anonymous complaints**

When registering a complaint, you are not required to provide your name. Anonymous complaints will be accepted. However, the investigation process requires investigators to attempt to obtain additional information from complainants and to inform complainants of investigation findings. This will not be possible for anonymous complaints.

If you have any questions, please contact a policy specialist in the Regulatory Services Policy, Rules and Curriculum Development unit at 512-438-3161.

Sincerely,

*[Signature on file]*

Mary T. Henderson  
Assistant Commissioner  
Regulatory Services

MTH:cg