
MISSION STATEMENT

THE MISSION OF THE DDS OMBUDSMAN IS TO ASSURE THAT INDIVIDUALS RECEIVING SERVICES THROUGH DDS HAVE THE RIGHT TO LIVE THEIR LIVES WITH DIGNITY, IN FULL CONSIDERATION OF THEIR RIGHTS, AND WITH THE FREEDOM TO VOICE COMPLAINTS OR CONCERNS WITHOUT REPRISAL.



Arkansas Department Of Human Services
Division of Developmental Disabilities Services
Quality Assurance

Ombudsman Program

The DDS Ombudsmen Program represents the Division's commitment to excellent customer service. Contact with the DDS Ombudsman is confidential.



OMBUDSMAN PROGRAM

1875 Lucille St.
Conway, Arkansas 72034

Phone: 877-792-7238
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Toll Free 877-792-7238
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What is an Ombudsman?



An Ombudsman serves as an independent and confidential resource to individuals and their families as appropriate, and to service providers in the resolution of problems, concerns and/or complaints.

What Should I expect from the DDS Ombudsman?

- Confidentiality

The DDS Ombudsman will not disclose any information provided in confidence, unless there is an imminent risk of serious harm or a report of past neglect, abuse or fraud. Records pertaining to a complaint, inquiry or investigation are confidential.

- Impartiality

The DDS Ombudsman will conduct inquiries and investigations in an impartial manner, free from initial bias and conflicts of interest.

- Independence

The DDS Ombudsman functions independently and is free from interference in the legitimate performance of duties.

SERVICES

Information and Referral

The DDS Ombudsman serves as a resource to educate and inform. The DDS Ombudsman is available to speak to individuals, families, service providers and general public about DDS services and people with developmental disabilities.

Complaint Resolution

Do you have an issue, concern or complaint about the services that you are receiving through DDS?

The DDS Ombudsman Program is charged with assuring that the concern and/or complaint investigation and resolution process will be managed to protect from harm or any form of retaliation.

Advocacy

The purpose of advocacy is to support individuals with disabilities and their families as they make informed choices. The Ombudsman achieves this goal by providing information regarding service options, teaching skills by working “with” not “for” in advocacy issues and working together to obtain the best possible outcomes for all parties involved.

What the DDS Ombudsman will do!

- Serve as a resource to educate and inform
- Assure that the issue/concern/complaint investigation is conducted in a timely manner
- Make recommendations to facilitate resolution of issues/concern

What the DDS Ombudsman will not do!

- Breach confidentiality
- Compel any decision or the implementation of recommendations made as a result of an informal investigation
- Participate in litigation

**DIVISION OF DEVELOPMENTAL
DISABILITIES SERVICES
QUALITY ASSURANCE
OUTREACH SERVICES
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