

Client Rights Reporting - You are a Mandated Reporter

BDS Reporting Procedure & Expectations

All employees and representatives of Monadnock Developmental Services, are mandated to report concerns and violations of human rights on behalf of those individuals receiving services at MDS.

It is not a choice – it is their responsibility.

New Hampshire Law mandates that *any person* who has reason to suspect that a person is being abused or neglected must make a report to BEAS or DCYF, respectively. BDS should be contacted for paid providers.

It is not your choice whether you report or not – it is your responsibility.

Report your concerns - Be part of the solution not the problem....

NH Bureau of Developmental Services (BDS) Human Rights Complaint Process

To file a complaint with the New Hampshire Bureau of Developmental Services (BDS), call toll free 1-855-450-3593. After you file a complaint, an investigator will contact you. (Complaints regarding the actions of all paid supports/employees)

When you call BDS you will speak to a Call Logix answering service member. This person may not understand our service delivery system so try to report accounts as clearly and concisely as possible so that you are not misquoted.

They will ask a series of predetermined questions in the following order:

- Name:
- Address:
- Phone Number:
- Email:
- Best time to contact you:
- Best method to contact you:
- Do you wish to remain anonymous? *(Please note that you MUST give your name/address for the report to be completed. Your information will be shared with the complaint investigator but your information will not be shared with other contacts.)*
- On whose behalf are you making this complaint?
- Do you believe the individual is 18 years of age or older?
- Please describe your complaint (be as factual as possible)
- By whom? (Alleged respondent/perpetrator- person violating rights)
- When did incident occur?
- Witnesses:
- Area Agency:
- Vendor/Provider Agency:

You will be then directed to make a complaint to Bureau of Elderly and Adult Services (BEAS) if applicable. The telephone number for BEAS: 603-271-7014

- You should report all concerns of Abuse, Neglect & Exploitation to BEAS as well as BDS