

The Ombudsman will work to resolve your concern or complaint using the actions listed below.

### Things the Ombudsman can do:

- Mediate or advocate on your behalf
- Consult with providers about policies, practices and procedures
- Gather and analyze information
- Conduct reviews
- Review serious injuries
- Examine records
- Visit programs
- Recommend corrective actions, issue reports and monitor results

There are nine regional Ombudsman offices. The easiest way to learn who can help you is to contact us:

Toll-free number: **1-800-657-3506**

Voice: **651-757-1800**

MN Relay Service: call **711**

Fax: **651-797-1950**

Email: [ombudsman.mhdd@state.mn.us](mailto:ombudsman.mhdd@state.mn.us)

Website: <https://mn.gov/omhdd/>



### Contact Information

Mailing address:

**Office of Ombudsman for Mental Health and Developmental Disabilities**

121 7th Place East

Metro Square Building, Suite 420

Saint Paul, Minnesota 55101-2117

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This document is available in alternative formats to individuals with disabilities by using the above contact information.



OFFICE OF OMBUDSMAN  
FOR MENTAL HEALTH AND  
DEVELOPMENTAL DISABILITIES

## “Giving Voice to Those Seldom Heard”

Revised July 2018



*An independent state agency:*

*“Promoting the highest attainable standards of treatment, competence, efficiency and justice for persons receiving services for mental illness, developmental disabilities, chemical dependency or emotional disturbance in children.”*

## What is an Ombudsman?

The Ombudsman is defined by the United States Ombudsman Association as: “an independent, impartial public official with authority and responsibility to receive, investigate or informally address complaints about government [or government regulated agencies’] actions, and, when appropriate, make findings and recommendations, and publish reports.”

## Who does the Ombudsman for Mental Health and Developmental Disabilities serve?

Anyone receiving services or treatment for a diagnosed mental illness, developmental disability, chemical dependency or emotional disturbance from an agency, facility or program.

**Agency** means the divisions, officials or employees of the Departments of Human Services, Health or Education, local school districts, or county social service agencies that monitor, provide or regulate services or treatment to clients of the Ombudsman for Mental Health and Developmental Disabilities.

**Facility or Program** means a residential or non-residential program or an acute care inpatient facility that provides you with services or treatment.



## How can the Ombudsman help?

### The Ombudsman can provide information and consultation about:

- Your rights
- Your service options
- Laws and rules that apply to services you receive
- Your guardianship
- General questions about your services or lack of services

### The Ombudsman can review and work to resolve your concerns or complaints about:

- Practices that diminish your dignity and independence
- Concerns about your health, safety and/or welfare
- The quality of care or services you receive
- Violation of your rights
- Your access to appropriate services
- Termination of your services or eviction
- Your opportunity to direct and make choices about where you live, work and socialize
- General questions concerning services

## What should you do before you call the Ombudsman?

### You may be able to resolve your concern directly without assistance:

Consider these steps to try to resolve any problem, whether it involves a government agency or a company in the private sector.

- **Be Prepared** - have relevant information available before you call the agency or program. A short telephone call may save hours of time and headaches.
- **Keep Records** - take notes, ask for names and titles of those you speak to and keep all correspondence.
- **Ask Questions** - ask why the agency or program staff did what it did. Ask for the relevant rules, policies or laws.
- **Read Everything Sent To You** - Many agency decisions may be appealed, but there are deadlines and procedures to follow.

If you do not want to contact them yourself, or if you are not satisfied with the response you are given, feel free to contact the Ombudsman.