

Have a Complaint?

- ✓ Have questions about your rights as a resident?
- ✓ Concerned about administrative actions and their effect on you?
- ✓ Need someone to help you speak up or find solutions to a problem?

If you answered 'yes' to any of these questions, please call the long-term care ombudsman. The long-term care ombudsman can provide an opportunity for the resident and family to discuss a problem and receive appropriate services to meet their needs, and help find answers to problems.



**Kansas Office of the
State Long-Term Care
Ombudsman**

1-877-662-8362
(OMBUD-62)

or
1-785-296-3017

LTCO@ks.gov

If you are:

- ✓ any person licensed to practice any brand of the healing arts;
- ✓ a licensed psychologist;
- ✓ a therapist/counselor;
- ✓ a chief administrative officer of a medical care facility;
- ✓ an adult care home employee or contractor;
- ✓ a licensed social worker;
- ✓ a licensed/registered nurse;
- ✓ a teacher;
- ✓ a bank trust officer;
- ✓ a legal representative;
- ✓ a government assistance provider;
- ✓ or an emergency medical services attendant

and you believe a resident has been, is being, or will be abused, neglected or exploited, you must report it to the Kansas Department for Aging and Disability Services Complaint Program. Anyone having reasonable cause to suspect abuse, neglect or exploitation of a resident may report such information.

People making reports in good faith are protected by law. No one making such a report will be subject to any civil or criminal liability because of the report or testimony.

1-800-842-0078

kdads.complainthotline@ks.gov