



How to File a Complaint About Abuse and Neglect in Community Residential Settings

You should immediately report any act of abuse or neglect of an individual with a disability, a child, or an adult over the age of 60 to the Virginia Department of Social Services (VDSS), regardless of where the abuse took place. You can report abuse or neglect by calling:

- **VDSS Adult Protective Services 24-hour Hotline, 1- 888-832-3858,**
- **VDSS Child Protective Services 24-hour Hotline, 1- 800-552-7096**

Virginians with disabilities live in many different types of licensed community residential settings. When reporting abuse or neglect, it is helpful to know the type of setting where it took place and who you can call to investigate the complaint.

How do I complain about a Nursing Facility?

Nursing Facilities (nursing homes) are residential facilities for persons who have a chronic illness or disability, particularly older adults who need regular medical oversight. Nursing Facilities are licensed by the Virginia Department of Health. You can make a complaint by contacting:

- **The Virginia Department of Health, Office of Licensure and Certification Complaint Unit, 1- 800-955-1819; or**
- **The Office of the State Long Term Care Ombudsman, 1- 800-552-3402**

How do I complain about an Assisted Living Facility (ALF)?

Assisted Living Facilities are non-medical residential settings that provide or coordinate personal and health care services, 24-hour supervision and assistance for the care of four or more adults who have a disability or are elderly. ALFs are licensed by VDSS. You can make a complaint by calling the VDSS Adult Protective Services hotline or by contacting:

- **The VDSS Division of Licensing Programs, 1- 800-543-7545.**

How do I complain about a Foster Care Home or Foster Care Placement?

Foster care homes are for children and for adults with disabilities who are removed from their homes due to abuse or neglect, or other family circumstances that prevent them from remaining in their family homes. They are also licensed by VDSS. You can make a complaint by calling the VDSS Child or Adult Protective Services hotline or by contacting:

- **The VDSS Division of Licensing Programs, 1-800-543-7545.**

How do I complain about a Residential Group Home for Children or Adults, or a Psychiatric Residential Treatment Facility (PRTF)?

Residential Group Homes are for children and adults with severe mental, emotional, and behavioral disabilities who need 24-hour supervision to live in the community. A PRTF provides specialized, highly organized, intensive, and planned therapeutic interventions. They are licensed by the Virginia Department of Behavioral Health and Developmental Services (DBHDS), and you can file a complaint by contacting:

- **The DBHDS Office of Licensing, 804-786-1747, or**
- **The DBHDS Office of Human Rights, 804-786-2008.**

How do I complain about an Intermediate Care Facility for People with Intellectually Disabilities (ICF-MR)?

An ICF-MR is a residential facility for individuals with intellectual disabilities who may have other chronic illness or disabilities as well. They are licensed by the Virginia Department of Behavioral Health and Developmental Services (DBHDS). You can file a complaint by contacting:

- **The DBHDS Office of Licensing, 804-786-1747, or**
- **The DBHDS Office of Human Rights, 804-786-2008.**

How Can VOPA Help?

If you need assistance in reporting abuse and neglect, or want to know who to contact regarding abuse or neglect in a community residential setting, contact VOPA. VOPA can provide information, technical assistance and, in some cases, legal representation.

Virginia Office for Protection and Advocacy
1910 Byrd Avenue, Suite 5
Richmond, Virginia 23230
(804) 225-2042 (local and TTY)
(800) 552-3962 (statewide)
804-662-7057 (fax)
www.vopa.virginia.gov
general.vopa@vopa.virginia.gov

VOPA publications are available in alternate format, upon request.

This publication provides general guidance only. For specific legal advice, you should speak to an attorney.