

Know Your Rights: A Guide to Consumer Rights

Statement of Consumer Rights

You have the right to:

- ✓ Services without discrimination of age, race, religion, ethnicity, family background, sexual orientation or disability
- ✓ Be treated with respect
- ✓ Be active in making a service plan that meets your needs
- ✓ Refuse to participate in services
- ✓ Know and understand what may happen if you refuse to accept services that are offered
- ✓ Protection of confidential information according to state statutes
- ✓ Receive services in a language that you can understand
- ✓ Legal representation in any court proceedings affecting your child
- ✓ File a formal grievance if you feel you are treated unfairly
- ✓ Insert a statement in your case record, and if personnel insert a statement in response, that statement is inserted with your knowledge, and you have the opportunity to review that response
- ✓ Contact an attorney before being interviewed as an alleged perpetrator of child abuse and neglect

Filing a Grievance

If you have a concern about the services you received through the Children's Division, you may file a grievance. Anyone who received services within the last 30 days can file a grievance. If a child under the age of 12 would like to file a grievance, they will need the help of a parent, guardian, out-of-home care provider, or Guardian Ad Litem (GAL).

The grievance process cannot help with complaints about a court ruling, a current state statute, judicial assignments (including the GAL or Court Appointed Special Advocate), foster/adoptive licensing revocations or denials, or any subsidy denials.

To file a grievance, visit your local Children's Division office and ask for a **Service Delivery Grievance Form (CS-131)**. Follow the instructions and complete Section A of the form and return it to your local office.

Contact Us

Visit dss.mo.gov/cd/office to find the contact information for an office near you. Our offices are open 8 a.m. to 5 p.m., Monday through Friday.

To report concerns of child abuse or neglect, call the Child Abuse and Neglect Hotline at **1-800-392-3738**. The Child Abuse and Neglect Hotline is answered 24 hours a day, 7 days a week, 365 days a year.

Reporting Other Concerns

Any complaint of discrimination based on race, color, national origin, age, sex, disability, religious, or political beliefs should be sent to:

Department of Social Services
Office of Civil Rights
P.O. Box 1527
Jefferson City, MO 65102
Phone: 1-800-776-8014
Text/Voice: 1-800-735-2466/1-800-735-2966

If you have a concern about the outcome of a child abuse or neglect investigation, you should file an appeal through the Child Abuse and Neglect appeal process.

