

Help for Abuse Concerns

Protective services and advocacy groups

Contacts to call if you are worried about abuse.

If you or your child feels unsafe or you need legal help for abuse of dependent adults, here are some resources:

Disability Rights Washington (DRW)

DRW (used to be WPAS) provides advocacy and attorneys for the mentally ill, developmentally disabled and individuals with any disability.

- Location: 315 5th Avenue South, Suite 850, Seattle, WA 98104
- Phone: 1-800-562-2702
- Fax: 206-957-0729

Family Help Line

Takes parenting referrals, and provides support and information

- 1-800-932-HOPE
- 206-233-0139

Washington State Domestic Violence Hotline (24 hours a day)

- 1-800-562-6025

When you suspect child abuse or neglect

Children & Family Services (Child Protective Services)

Children and Family Services receives reports on child abuse or neglect, requests for services, and information for referrals.

- Seattle area: 1-800-609-8764
- Statewide Hotline: 1-800-562-5624

DSHS Office of Constituent Relations

Responds to requests for information and complaints about children and family services programs, policies and procedures.

- 1-800-723-4831

When a government agency is not responding to a child's needs

Office of the Family & Children's Ombudsman (OFCO)

The OFCO watches over government agencies to make sure they respond to the needs of children in need of state protection, children living in state care, and children and families under state supervision because of allegations or findings of child abuse or neglect.

- Location: 6720 Fort Dent Way, Suite 240, Tukwila, WA 98188
- Phone: 1-800-571-7321 OR 206-439-3870
- TTY: 206-439-3789
- Fax: 206-439-3877

To Learn More

- Seattle Children's Protection Program
206-987-2194
- Ask your child's healthcare provider
- www.seattlechildrens.org

Free Interpreter Services

- In the hospital, ask your child's nurse.
- From outside the hospital, call the toll-free Family Interpreting Line 1-866-583-1527. Tell the interpreter the name or extension you need.
- For Deaf and hard of hearing callers
206-987-2280 (TTY)

When you have concerns about care at Seattle Children's Hospital

Child abuse or neglect

- Social Work Intake: 206-987-2760
- Seattle Children's Protection Program: 206-987-2194

Comments or complaints

- Speak with your child's nurse first. If your nurse is not able to help, ask to speak with the charge nurse or the manager of that area.
- Call Patient and Family Relations at 206-987-2550 or 1-866-987-2000 (toll-free). Or, if you'd like to speak to someone in your native language, call the Family Telephone Interpreting Line at 1-866-583-1527 and ask the interpreter to connect you with 206-987-2550.
- Go to www.seattlechildrens.org/familyfeedback.
- Send an e-mail to family.feedback@seattlechildrens.org.
- Pick up a comment card anywhere in the hospital and mail it to us or leave it at any entrance desk.

If we're not able to resolve your issue:

You may file a complaint directly with the state department of health or the Joint Commission.

State department of health

- Phone: 1-800-633-6828
- Mail: HSQA Complaint Intake, PO Box 47857, Olympia, WA 98504-7857
- E-mail: HSQAComplaintIntake@doh.wa.gov

The Joint Commission, Office of Quality Monitoring

- Phone: 1-800-994-6610
- E-mail: complaint@jointcommission.org