

Help for Abuse Concerns

Protective services and advocacy groups

If you or your child feels unsafe or you need legal help for abuse of dependent adults, contact these resources.

- **Disability Rights Washington**
Offers advocacy and attorneys for the mentally ill, developmentally disabled and people with any disability.
800-562-2702
206-957-0729 (Fax)
disabilityrightswa.org
- **Family Help Line**
Provides support, information and referrals
800-932-HOPE (4673)
parenttrust.org
- **National Domestic Violence Hotline (24 hours a day)**
1-800-799-7233
thehotline.org

When you suspect child abuse or neglect

- **Department of Children, Youth, and Families (Child Protective Services)**
Takes reports on child abuse or neglect, gives information for services and referrals.
Seattle area: 866-609-8764
Statewide hotline: 866-END-HARM (866-363-4276)
dcyf.wa.gov
- **DSHS Office of Constituent Services**
Responds to requests for information and complaints about children and family services programs, policies and procedures.
800-737-0617
dcyf.wa.gov/contact-us/constituent-relations

To Learn More

- Ask your child's healthcare provider
- seattlechildrens.org

Free Interpreter Services

- In the hospital, ask your 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.

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

- Office of the Family & Children's Ombuds (OFCO)
Watches over government agencies to make sure they respond to the needs of children in need of state protection, those living in state care, and children and families under state supervision because of allegations or findings of child abuse or neglect.
800-571-7321 or 206-439-3870
206-439-3789 (TTY)
206-439-3877 (Fax)
ofco.wa.gov

When you have concerns about care at Seattle Children's

Child abuse or neglect

- Social Work intake: 206-987-2760

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 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 seattlechildrens.org/familyfeedback.
- Email 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 Washington State Department of Health or the Joint Commission:

- Washington State Department of Health
800-633-6828
Email: HSQAComplaintIntake@doh.wa.gov
doh.wa.gov/AboutUs/Fileacomplaint
- The Joint Commission, Office of Quality Monitoring
800-994-6610
Email: patientsafetyreport@jointcommission.org
jointcommission.org