Help for Abuse Concerns

Protective services and advocacy groups

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)
www.disabilityrightswa.org

Family Help Line
Provides support, information and referrals
800-932-HOPE (4673)
www.parenttrust.org

Washington State Domestic Violence Hotline (24 hours a day)
800-562-6025
www.wadvhotline.org

When you suspect child abuse or neglect

Department of Children & Family Services (Child Protective Services)
Takes reports on child abuse or neglect, gives information for services and referrals
Seattle area: 800-609-8764
Statewide hotline: 800-END-HARM (800-363-4276)
www.dshs.wa.gov/ca

DSHS Office of Constituent Services
Responds to requests for information and complaints about children and family services programs, policies and procedures
800-737-0617
www.dshs.wa.gov/node/4060/constituent-services

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)
http://ofco.wa.gov/
To Learn More

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

When you have concerns about care at Seattle Children’s

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 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.
- 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
www.doh.wa.gov/AboutUs/Fileacomplaint

The Joint Commission, Office of Quality Monitoring
800-994-6610
Email: patientsafetyreport@jointcommission.org
www.jointcommission.org