



Filing an Adult Care Home/Family Care Home Complaint

If you have a concern about the care, services, or treatment of residents in an adult care home or family care home (or any other licensed healthcare facility in NC), contact the DHSR Complaint Intake Unit by

Telephone

1-800-624-3004 or (919) 855-4500

Complaint Hotline Hours: 8:30 a.m. - 4:00 p.m. weekdays, except holidays

Fax

(919) 715-7724

Mail

2711 Mail Service Center, Raleigh, NC 27699-2711

Confidentiality

- All complainant and resident information are kept confidential.
- Specific allegations are kept confidential.

Who Investigates Complaints

- Complaints received by the CIU regarding the care and services at an ACH/FCH are referred to the local county DSS for investigation by the Adult Home Specialist.
- DHSR tracks the investigation of these complaints and follow-up by DSS.

When Is It Appropriate to Request State Involvement?

A complainant may request that DHSR be involved in the investigation of a complaint. Depending on the situation, DHSR's involvement ranges from conducting the investigation itself to providing consultation and assistance to DSS to ensure a thorough and proper investigation at the local level.

It is appropriate to request state involvement when:

- An allegation has been reported multiple times and the complainant is not satisfied that the issue is resolved.
- There is suspected misconduct of the DSS staff or there is a known or alleged conflict of interest between the DSS staff and the facility.

Why Is It Important to Call In Complaints to DHSR?

- To protect the health, safety and welfare of residents.
- To ensure timely investigation of complaints.
- To ensure that DHSR is aware of the number and nature of complaints at facilities.
- To ensure that the complainant gets a response back following the investigation.

Not sure if the concern you have is a violation of a rule or statute?

Call us to find out! DHSR Adult Care Licensure Section Main Number (919) 855-3765

Website Resources

Complaint Intake Unit <https://www2.ncdhhs.gov/dhsr/ciu/complaintintake>

Adult Care Licensure Section <https://www2.ncdhhs.gov/dhsr/acls>