ADULT SERVICES

Consumer Complaints

A guide for individuals and families with concerns about Hawai'i Developmental Disabilities Division (DDD) services.

Steps DDD recommends

You can raise concerns about access, quality of care, or how services are provided.

01

Start with your team

Tell your case manager or service provider what happened and what would help resolve it.

02

Ask for a supervisor

If the concern continues, ask to speak with a supervisor.

03

Contact the CCRU

If the issue is still open, contact the Consumer Complaints Resolution Unit (CCRU).

File a DDD complaint

Consumer Complaints Resolution Unit

(808) 453-6669

File by phone, email, fax, mail, or in person.

Scan for filing options

For suspected adult abuse, neglect, or exploitation, call (808) 832-5115.

In an emergency, call 911. Adult Protective Services Official DDD grievance guidance