

How to File a Discrimination Complaint

You have a civil right to receive health care and human services in a nondiscriminatory manner. This means you cannot be denied services or benefits, because of your race, color, national origin, religion, sex, age, or disability.

If you feel that the NH Department of Health and Human Services (DHHS) or a person, agency or organization providing a program or services for DHHS, has discriminated against you based on your race, color, national origin, religion, sex, age, or disability, you may file a complaint. You may file a complaint for yourself or for someone else.

When to File

You must file a complaint within **180 days** after the date you believe the discrimination took place.

Where to File

You may file your discrimination complaint with the DHHS Office of the Ombudsman. You also may file a complaint with the NH Human Rights Commission, or with the U.S. Office for Civil Rights. Any one of these agencies can handle your complaint. You do not need to file your complaint with all three agencies.

DHHS Office of the Ombudsman

NH Department of Health and Human Services
129 Pleasant Street
Concord, NH 03301
Telephone: (603) 271-6941
Toll Free Number: (800) 852-3345 x6941
TDD Access Relay: (800) 735-2964
Fax Number: (603) 271-4632

NH Human Rights Commission:

2 Chenell Drive Unit 2
Concord, NH 03301-8501
Telephone: (603) 271-2767
Fax: (603) 271-6339
E-mail: humanrights@nhsa.state.nh.us

U.S. Office for Civil Rights

Region I (Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, Vermont)
Susan Rhodes, Regional Manager
Office for Civil Rights
U.S. Department of Health and Human Services
Government Center
J.F.Kennedy Federal Building - Room 1875
Boston, MA 02203
Voice phone (800) 368-1019
FAX (617) 565-3809
TDD (800) 537-7697

How to File a Complaint

You may file a complaint in a letter, in an email, in person, or over the phone.

When filing your complaint, you will need to give:

- Your name
- Full address
- Telephone number(s) (including area code)
- Email address (if available)
- Name, full address and telephone number of the person, agency or organization you believe discriminated against you
- Brief description of what happened. How, why, and when you believe you (or someone else) was discriminated against.
- Any other information you feel is important.

What Happens After You File A Complaint

- The Ombudsman's Office will conduct an intake interview. This interview usually takes place over the phone. During the interview, you will be asked questions about what happened.
- Based on the interview, the Ombudsman's Office will decide whether an investigation is needed.
- If an investigation is needed, the Ombudsman's Office will conduct the investigation.
- Once the investigation is complete, the Ombudsman's Office will give you a written report and suggest next steps.
- All parties involved in the investigation will be notified in writing about the outcome.
- The DHHS Commissioner will give a formal ruling based on the investigation report and recommendations.