Office of the Ombudsman

Assisting clients, employees, and the public to resolve disagreements with the New Hampshire Department of Health and Human Services

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The Department of Health and Human Services is an equal opportunity employer.

New Hampshire Department of Health and Human Services
Office of the Ombudsman

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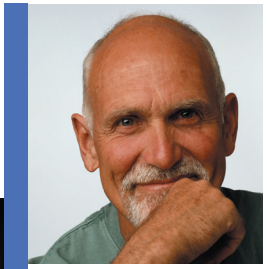
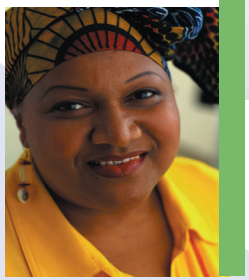
Joining communities and families in providing opportunities for citizens to achieve health and independence.

Office of the Ombudsman





New Hampshire Department of Health and Human Services

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Mission Statement

The mission of the Office of the Ombudsman is to respond to complaints and requests for assistance from clients, employees and members of the general public and to resolve disagreements from clients and employees related to matters within the jurisdiction of the Department of Health and Human Services. This is done utilizing unbiased investigation and fact finding, mediation and/or other alternative dispute resolution methods, and information and referral.

What is an Ombudsman?

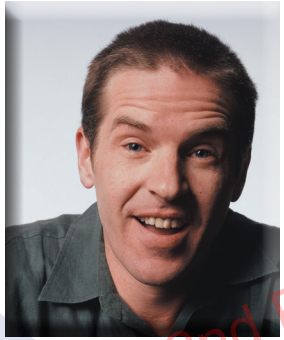
An ombudsman is a person who investigates complaints and helps employees, clients and others having a disagreement with the New Hampshire Department of Health and Human Services or its contractors to fairly resolve that disagreement.

Is the Ombudsman an Advocate?

The ombudsman conducts investigations in an unbiased, objective manner and is neither an advocate for complainants nor a defender of the New Hampshire Department of Health and Human Services. Rather, the ombudsman advocates for fair treatment of clients and employees by the Department.

What Can the Ombudsman Do for Me?

The ombudsman may investigate any administrative act of the Department or its contractors. The ombudsman has no authority to require the Department or contractor to change a decision, but will look at the disagreement and try to bring about a fair resolution. The ombudsman may also present management with findings of the investigation and recommended changes.



Do I Call the Ombudsman First?

No. The Office of the Ombudsman is not a substitute or replacement for normal complaint resolution mechanisms. Its goal is to ensure that existing grievance systems are effective and that they resolve differences fairly. However, if you don't know the appropriate person to call, or the system doesn't seem to be working fairly for you, then call the Office of the Ombudsman.

Confidentiality

Records of the Office of the Ombudsman are confidential. Names of the complainants or persons contacted during an investigation are not made known to parties outside the Office without their consent, unless required by law. When it is necessary to disclose a person's identity to bring about resolution, complainants and persons contacted are advised accordingly.

Ombudsmen May Be Able to Assist with Unresolved Problems Related to

- Employee concerns
- Medical services
- Financial assistance
- Food Stamps
- Services for persons with developmental disabilities
- Services for persons with a mental illness
- Services for persons with substance abuse problems
- Child Support Payments or Receipts
- Regulatory problems
- Services to vulnerable adults
- Services to children and families
- Juvenile Justice Services
- Any other services provided by the Department or its contractors

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