

Ombuds for youth in programs

What is an ombuds?

A person who investigates complaints and helps resolve concerns.

We are here to:

- ✓ Make sure your child is safe
- ✓ Listen to you
- ✓ Understand your concerns
- ✓ Answer your questions
- ✓ Offer ideas to solve problems
- ✓ Be a voice for you
- ✓ Help you understand your rights

Call Us! We are here for you!

Phone: 801-538-4580

Email: dhscustomerexp@utah.gov

Mail: 195 N 1950 W, Salt Lake City, UT 84116

dhhs.utah.gov/office-of-ombuds/congregate-care-ombuds/



Scan the QR code to submit an online form.



Utah Department of

Health & Human Services

Customer Experience

The Process:



When you call, you will speak with an ombuds. If we don't answer, please leave us a message.



The ombuds will listen to your concerns and ask you questions.



We will get your permission before any follow up happens.



The ombuds will look into your concern and contact others, which could include parents, guardian, program staff, a caseworker, or a teacher.



The ombuds will always follow up with you.



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