North Carolina Division of Social Services
Regulatory and Licensing Services Complaint Form

This form is for complaints against agencies/facilities licensed by the North Carolina Division of Social Services (i.e. Child Placing Agencies for Adoption and Foster Care, Residential Maternity Homes, and Residential Child-Care Facilities). In order for Regulatory and Licensing Services to investigate your complaint it must be made against one of the agencies listed on this website (http://www.ncdhhs.gov/dss/licensing/listings.htm). Please note that this form does NOT pertain to complaints related to county departments of social services, child support services or adult services.

I wish to file an official complaint against the agency/facility named below. I am submitting this information so that it may be determined if the agency/facility has violated North Carolina licensing rules. This is a PUBLIC DOCUMENT. As part of the investigative process this document will be shared with the agency/facility that the complaint is made against. Please note that the Division of Social Services cannot force agencies to return fees, money or any form of compensation to you. The Division of Social Services will determine if the agency has violated administrative rules.

Information About You

Name: _____ Relationship to Agency: _____

Address: _____ City: _____ State: _____ Zip: _____

County: _____ Phone: _____ Email: _____

Complaint Filed Against One of the Agencies Listed at this Website:
http://www.ncdhhs.gov/dss/licensing/listings.htm

Name of Agency/Facility: _____

Agency Address: _____ City: _____ State: _____ Zip: _____

Agency Phone: _____ Date of Incident: _____

Give details of your concerns (Who, What, When, Where, How, etc.) Use additional sheets if necessary.

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

Date: _____

Completed form must be returned to:

Mail: Division of Social Services, Regulatory and Licensing Services, 952 Old US Highway 70, Black Mountain, North Carolina 28711
OR Fax: 828-669-3365