



Texas Department of  
Family and Protective Services

## Office of Consumer Affairs

### What does the Office of Consumer Affairs do?

- We answer questions about DFPS policies and procedures.
- We review and respond to general questions and to policy-related concerns and complaints about specific DFPS cases.
- We provide written feedback for each complaint related to DFPS policy.
- We share your concerns with DFPS leaders.
- We facilitate contact with DFPS leaders when there are complaints about staff conduct or case decisions.
- We ensure DFPS provides the highest quality of service.
- We address complaints and concerns in a fair and unbiased manner.

Thank you for sharing your concerns with our office. Your feedback helps DFPS provide the best services possible.

Call: 1-800-720-7777

Monday through Friday from 8:00 a.m. – 4:30 p.m.

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## YOUR VOICE MATTERS

