



Contact Us

11/10/2011

Report Abuse, Neglect, or Exploitation

The Texas Department of Family and Protective Services (DFPS) offers a central location to report:

- child abuse and neglect,
- elderly or adults with disabilities abuse, neglect, or exploitation,
- abuse of children in licensed child-care facilities or treatment centers for the entire State of Texas,
- abuse of adults and children served by the Texas Department of State Health Services (DSHS) or Texas Department of Aging and Disability Services (DADS) in state-operated facilities and community programs for people with mental illness or intellectual disabilities.

The law requires any person who believes that a child, or person 65 years or older, or an adult with disabilities is being abused, neglected, or exploited to report the circumstances to DFPS. A person making a report is immune from civil or criminal liability provided they make the report in good faith, and the name of the person making the report is kept confidential. Any person suspecting abuse and not reporting it can be held liable for a misdemeanor or state jail felony. Time frames for investigating reports are based on severity of allegations. Reporting suspected child abuse makes it possible for a family to get help.

Agency Jurisdictions and Other Hotline Numbers

Adult Protective Services (APS) Facility Investigations

APS investigates allegations of abuse, neglect, and exploitation in facilities that care for adults including: private homes, adult foster homes (with 3 or fewer consumers), unlicensed room and board, state facilities and community centers that serve people with mental illness or intellectual disabilities, home health agency staff, exploitation in nursing homes when the alleged perpetrator is someone outside the facility.

Abuse Hotline for APS Facility Investigations:
1-800-647-7418

Texas Department of Aging and Disability Services (DADS)

Nursing homes, assisted living facilities, private ICF/MR, adult day care

Complaints (reports of abuse):
1-800-458-9858

Emergencies

If this is a life threatening or emergency situation, call your local law enforcement agency or 911 immediately.

Two Ways to Report Abuse

1-800-252-5400

Call our Abuse Hotline toll-free 24 hours a day, 7 days a week, nationwide.

www.txabusehotline.org

Make your report through our secure web site and you will receive a response within 24 hours.

We cannot accept e-mail reports of suspected abuse or neglect.

Got Questions About Reporting?

[Flyer about reporting abuse](#)


[Read our Frequently Asked Questions.](#)

[Training for Texas School Staff on Reporting Abuse](#)

Hearing Impaired or Speech Disabled

People who are deaf, hard-of-hearing, or speech-disabled may report by using a TTY and accessing Relay Texas by dialing 711 or 1-800-735-2989. The Abuse Hotline is 1-800-252-5400, or a report

Nursing Home Information:
1-800-252-8016

may be made on the Internet
at www.txabusehotline.org

Texas Department of State Health Services (DSHS)

Hospitals, psychiatric hospitals (including private psychiatric facilities), and various other medical facilities

Complaints:

1-888-973-0022

Texas Council on Family Violence

Domestic Violence Hotline:

1-800-799-7233

(1-800-799-SAFE)

1-800-787-3224 (TDD)

Legal Definitions of Abuse

[Child Abuse and Neglect](#)

[Abuse, Neglect, and
Exploitation of People Who
Are Elderly or Have Disabilities](#)