The mission of the Office of the Child Advocate is to provide independent and impartial oversight of the New Hampshire child welfare and juvenile justice systems to promote effective reforms in the best interests of children.

How does the Child Advocate help?
The Office of the Child Advocate investigates complaints about DCYF for:

- Children under protective supervision
- Children in foster care or institutional settings
- Children involved with juvenile justice
- Children in need of services

We turn complaints into building blocks for better child welfare and juvenile justice systems by:

- Educating policymakers and the public on what children need and best practices
- Promoting responsive public policy for child welfare
- Ensure that DCYF has the resources to effectively do the best for New Hampshire's children

Connect with us:
121 South Fruit Street
Concord, New Hampshire 03301
603-271-7773 / Toll Free 833-NHCHILD
Childadvocate@nh.gov
May I make a complaint about a child’s treatment by DCYF to the Office of the Child Advocate?

- Yes, the Office of the Child Advocate receives complaints about a child or children who are in, were in, or were screened out of the care, supervision, custody, or control of DCYF. Complaints can be submitted by phone, on our website (coming soon), in writing, or in person.

- Before submitting a complaint, you must exhaust all reasonable remedies within the DCYF and DHHS system, including contacting caseworkers, supervisors, directors, and the DHHS Ombudsman (603-271-6941).

- If you would like to submit a complaint, please provide as much information as possible.

  **Include if available**

  - Your name
  - Your contact information
  - Your relationship to the child
  - The child’s name
  - The child’s last known address
  - The child’s parent(s) or guardian’s names
  - The DCYF district office involved
  - The DCYF caseworker
  - The specific service of concern
  - A summary of the complaint
  - Date or dates associated with concern

Will my complaint be confidential?
Yes, all information about the identity of the complainant or his/her relationship to the child received by the Office of the Child Advocate will remain confidential.

What happens after I submit a complaint?
Some complaints may be resolved with information and guidance. Other complaints may need more in depth review. We will walk you through the process.