VISIT:
www.dss.sd.gov/
constituentliaison/index.asp

CALL:
1-800-597-1603

OR EMAIL:
DSSConstituentLiaison@
state.sd.us
**Key Responsibilities**

**Serves as an independent source of information and explanation for the public about services provided by DSS.**

**Receives complaints from the public about services provided by the Department, and refers the complaints to relevant management for response or conducts an independent investigation, as the situation warrants.**

**Monitors all responses to any complaints to ensure they are received in a comprehensive and timely manner.**

**Constituent Liaison Can...**

**Answer questions about services provided by DSS.**

**Receive complaints about services provided by DSS and ensure complaints receive a timely response.**

**Constituent Liaison Cannot...**

**Provide information about other state agencies, although referrals can be made if necessary.**

**Resolve complaints about other state agencies, federal agencies, the judicial system, or other private sectors, but can refer the person to the appropriate resource.**

**Review issues already in the appeals process.**

**Provide legal advice.**

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**Reporting Within DSS**

**The Constituent Liaison reports results of key responsibilities to the Secretary of the Department.**

**Contact the Constituent Liaison by:**

PHONE: 1-800-597-1603

EMAIL: DSSConstituentLiaison@state.sd.us

MAIL: Constituent Liaison, Department of Social Services, 700 Governors Drive, Pierre, South Dakota, 57501


Please contact during regular business hours: 8 a.m.– 5 p.m. (CST)

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**Confidential Information**

**The Constituent Liaison will have access to confidential information in possession of DSS and will maintain the confidentiality of the information as required by State and Federal laws.**

However, it may be necessary for individuals to sign a release of information to provide assistance in particular situations. Refusal to sign a release for information may limit the assistance that can be provided.