

## **Guidelines for Resolving Concerns**

### **Start with the right person**

The people who have the best and quickest solutions are the direct staff and program supervisors. If they cannot answer your concerns, they will help you find someone who can.

### **Issues need to be timely**

The best time to correct a problem or consider a new idea is when it is fresh. It is very difficult to do anything about a problem that happened many days or weeks earlier.

### **Be specific as to what you want**

Objectively state your concerns, who was involved, when it did or did not happen, and what you want to see happen in the future.

### **Address one issue at a time**

Some concerns can be addressed quickly and completely. Others will take more time. A shopping list of problems will probably never be totally resolved.

By using these guidelines, you will be able to have most of your questions answered quickly and simply. If verbal requests do not bring results, please present your concerns in writing to the appropriate program supervisor.

## **IMPORTANT NUMBERS**

**Adams Co. Board of DD**  
482 Rice Dr.- P.O. Box 157  
West Union, OH 45693  
937-544-2574

**EMERGENCY NUMBER**  
**937-217-0511**

Ohio Department of DD  
Complaint Hotline  
1-800-231-5872  
TDD#  
1-800-228-5404

Disability Rights Ohio  
1-800-282-9181

Ohio Department of Health  
614-644-8389

### **ADAMS CO BOARD OF DD SERVICE AND SUPPORT**

#### **ADMINISTRATORS:**

Amanda Klickner – 544-2574, ext. 16  
Melissa Tumbleson -544-2574, ext. 45  
Rhonda Holbrook – 544-2574, ext. 29

#### **EARLY INTERVENTION**

Sarene Bellamy 544-2574, ext. 24

#### **SUPERINTENDENT**

Lizabeth Lafferty - 544-2574 ext. 25

# **IDEAS**

# **SUGGESTIONS**

# **CONCERNS**

# **COMPLAINTS**

# **DUE PROCESS**

## **Guidelines for Resolving Concerns and Administrative Resolution of Complaints**

## **Adams County Board of Developmental Disabilities**