

## **Informal Dispute Resolution**

There may be occasions when you have a complaint regarding the services or operation of the Adams County Board of DD or you may have suggestions to improve our services. We are interested in your ideas and in using them to benefit the individuals we serve.

You may ask for an administrative review, which is an informal means to resolve issues. Simply discussing your concerns with a program supervisor is another way to resolve conflicts.

If the informal methods have not been successful, it may be time to use the **Administrative Resolution of Complaints Process**.

### **Formal Complaints**

The Board's Due Process Policy outlines the administrative resolution of complaints procedures to follow when complaints are made by individuals who are eligible for or who are seeking eligibility, the legal guardian or the legal representative of such person or provider of services to the Board.

## **Complaints Must Be In Writing**

The formal complaint must be filed in writing and begins at the level of the program supervisor involved in the dispute. In the Administrative Resolution of Complaints process, decisions may be appealed to the Superintendent, the Board of DD and/or the Director of the Ohio Department of DD. This process requires specific timelines for responding to complaints and filing appeals. Individuals, families, or advocates may request a representative of the Board to assist them in this process.

Written complaints and appeals need to address the four guidelines for resolving complaints. If the individual has difficulty reading or writing, an oral report may be made and recorded by an advocate or Board representative.

When the Superintendent receives the written complaint, the individual will receive copy of the Board policy and the decision of the Superintendent within ten (10) calendar days. When circumstances permit, implementation of the Superintendent's decision will not begin for ten (10) days to permit the individual the opportunity to file an appeal.

**A copy of the Board policy may be obtained upon request.**

## **Additional Formal Avenues For Resolving Disputes**

**Delegated Nursing:** Complaints related to delegated nursing practices may be referred to the Ohio Board of Nursing and the Ohio Department of DD.

**Medicaid-Funded Services:** Any decision to terminate, reduce, or deny Medicaid-funded services (State Plan Services, Day Services, and /or Waiver Services) are subject to the Ohio Department of Job and Family Services (ODJFS) appeal process. Individuals and families will be provided prior notice of proposed actions and have the right to a hearing with ODJFS. If an intent to appeal a decision of the Board is received within fifteen (15) days of the proposed action, all services will continue uninterrupted until the dispute is resolved. If the complaint is received after the fifteen (15) day period but prior to ninety (90) days after the proposed action, the services may be reinstated based upon the results of the hearing.

**Early Intervention Services:** Families have a right to appeal decisions related to services provided by the Early Intervention program by contacting the Ohio Department of DD and presenting their concerns in a formal hearing process.

**Preschool/School-Age Services:** Families have a right to appeal decisions related to educational programs by using the due process protections afforded by their local school district.