

## 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

P.O. Box 157

West Union, OH 45693

937-544-2574

### EMERGENCY NUMBER

**937-768-2055**

Ohio Department of DD

Complaint Hotline

1-800-231-5872

TDD# 1-800-228-5404

Disability Rights Ohio

1-800-282-9181

### SERVICE AND SUPPORT ADMINISTRATORS:

Rhonda Holbrook- 937-374-9740

Amanda Klickner - 937-374-9736

Freida Taylor -937-374-9464

### SSA SUPERVISOR:

Scot Crace

[s.crace@adamscbdd.org](mailto:s.crace@adamscbdd.org)

### MUI COORDINATOR:

Jennifer Goodwin

[j.goodwin@adamscbdd.org](mailto:j.goodwin@adamscbdd.org)

**IDEAS**

**SUGGESTIONS**

**CONCERNS**

**Complaints**

**DUE PROCESS**

Guidelines for Resolving Concerns and Administrative Resolution of Complaints