

CLINTON COUNTY BOARD OF DEVELOPMENTAL DISABILITIES

INFORMAL RESOLUTION OF COMPLAINTS AND APPEALS OF ADVERSE ACTIONS

There are occasions when you may have a complaint regarding the services or operation of the Clinton County Board of DD, or you may have suggestions to improve our services. We are interested in your ideas to improve services. If you choose to, you can ask someone to contact us on your behalf or to help you put your concerns in writing.

Clinton County Board of DD
4425 State Route 730 Wilmington, Ohio 45177
www.co.clinton.oh.us/boardofdd
Administrative Office 937-382-7519
Service & Support Division 937-382-7889
Town & Town & Country ESC 937-382-5899

The following are guidelines for resolving complaints.

1. **Start with the people you know best:** The people you know, such as the direct service staff and department managers may be able to assist you. If they cannot answer your concerns, they will help you find someone who can.
2. **Issues need to be addressed promptly:** The best time to correct a problem or consider a new idea is when the details are fresh in your mind. It can be difficult to do anything about a problem that happened many days or weeks prior.
3. **Be specific:** Tell us your concerns, involved individuals, what did or did not happen, and what you want to see happen in the future.
4. **Address one issue at a time:** Some concerns can be addressed quickly and completely. Other concerns will take more time. Remember, at any time you can go straight to the process for the Formal Resolution of Complaints and Appeals as outlined below.

If verbal requests do not produce results, please present your concerns in writing to the appropriate supervisor. Remember, anyone can assist you with this process.

We expect these informal procedures to resolve most issues. If the Informal Resolution of Complaint Process has not been successful, or if you disagree with a decision regarding your services, you may begin the Formal Resolution of Complaint Process detailed below.

FORMAL RESOLUTION OF COMPLAINTS AND APPEALS OF ADVERSE ACTIONS

Reference: Ohio Administrative Code 5123-4-04

"COMPLAINT OR APPEAL OF ADVERSE ACTION EXPLANATION FORM"

Why would I file a complaint or appeal?

You may file a complaint if you are dissatisfied with a program, service, policy, or practice of the county board of developmental disabilities.

You may file an appeal of adverse action ("appeal") if your request for services is denied or if services you have been receiving are being taken away.

Do I have to file a formal complaint or appeal?

No; if you choose, you may start by trying to resolve your complaint or appeal informally with a supervisor or manager at the county board of developmental disabilities. You and the supervisor or manager can agree to work together to try and resolve your complaint or appeal. The informal process shall take no longer than 30 days.

Should I try to resolve my complaint or appeal informally before filing a formal complaint or appeal?

That is entirely up to you. Trying to resolve your complaint or appeal informally does not prevent you from filing a formal complaint or appeal.

When should I file a complaint or appeal?

A complaint must be filed within 90 days of becoming aware of the program, service, policy, or practice that is the subject of your complaint.

An appeal must be filed within 90 days of receiving notice that your services are being denied or taken away.

Important!

In most cases, the county board must notify you at least 15 days prior to the date it plans to take away your services. If you file an appeal before the date your services are scheduled to be taken away, your services will stay in place during the appeal process.

How do I file a formal complaint or appeal?

The complaint or appeal must be filed in writing with the supervisor or manager responsible for the program, service, policy, or practice of the county board. Staff of the county board will assist you if you need help.

How will I be notified about my complaint or appeal?

The county board will respond to you in writing. Each response will explain the next step and the time line for completing it.

What will happen after I file a formal complaint or appeal?

The supervisor or manager will meet with you to discuss your complaint or appeal and will investigate your complaint or appeal. Within 15 days, the supervisor or manager will provide you with a written response to your complaint or appeal. If you make a request, the supervisor or manager will discuss the written response with you.

CLINTON COUNTY BOARD OF DEVELOPMENTAL DISABILITIES

What if I am not satisfied with the supervisor's or manager's decision?

You may file your complaint or appeal with the Superintendent of the county board. Your complaint or appeal must be filed in writing within 10 days of receiving the supervisor's or manager's written response. Staff of the county board will assist you if you need help. The Superintendent or his or her designee will meet with you within 10 days of receipt of your complaint or appeal and provide you with a written response within 15 days of receipt of your complaint or appeal.

What if I am not satisfied with the Superintendent's decision?

You may file your complaint or appeal with the President of the county board. Your complaint or appeal must be filed in writing within 10 days of receiving the Superintendent's written response. Staff of the county board will assist you if you need help. A hearing will be conducted within 20 days of receipt of your complaint or appeal.

What will happen at the hearing?

The hearing may be conducted by the full county board, by a committee of two or more members of the county board appointed by the President of the county board, or by a hearing officer appointed by the President of the county board. You will have an opportunity to explain your complaint or appeal. You may be represented by an attorney. You have the right to question officials or employees of the county board who have information related to your complaint or appeal. You may be asked questions about your complaint or appeal.

What will happen after the hearing?

You are entitled to receive, at no cost, a written transcript of the hearing. Within 15 days of a hearing conducted by the county board or the county board's receipt of the report and recommendation from a hearing officer, the President of the county board or his or her designee will send you by certified mail, the county board's decision regarding your complaint or appeal. The decision must include a rationale and a description of what you should do if you are still dissatisfied.

What if I am not satisfied with the county board's decision?

You may file your complaint or appeal with the Director of the Ohio Department of Developmental Disabilities. Your complaint or appeal must be filed in writing within 15 days of receiving the county board's decision. Staff of the county board will assist you if you need help. The Director or his or her designee may request additional information from you. Within 30 days of receipt of necessary documents related to your complaint or appeal, the Director or his or her designee will send you by certified mail, his or her decision regarding your complaint or appeal.

What if I am not satisfied with the Director's decision?

You may file a claim through the court system.

Who else can help me with my complaint or appeal?

Arc of Ohio at 1-800-875-2723

Disability Rights Ohio at 1-800-282-9181

Ohio Department of Developmental Disabilities at 1-800-617-6733