
FORMAL COMPLAINT RESOLUTION

The following should guide you in the process but you are always welcome to request a copy of the formal policy for detailed information.

The **Administrative Resolution of Complaints** defines the process to be followed with the Clinton County Board of DD to resolve complaints by individuals who are eligible for or who are seeking eligibility for services, the legal guardian or legal representation of such persons or provider of services to the Board. No services will be changed while a complaint is in the Administrative Resolution of Complaint process.

The formal process must be filed in writing, assisting the individual with this if they require it, and should begin at the level of the program supervisor responsible for the issue in question. In the administrative Resolution of Complaint process, decisions may be appealed to the Superintendent, the Board, 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 utilization of any of the complaint procedures listed here.

Written complaints and appeals need to address the four guidelines for resolving complaints which were previously listed. If the individual has difficulty reading or writing, an oral report may be made and recorded by an advocate of his/her choice or Board representative.

Upon receipt of the written complaint by the Superintendent, the individual shall receive the decision in writing from the Superintendent within ten (10) calendar days.

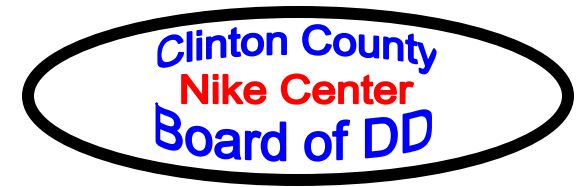
You may contact any of the individuals or departments listed on the front of this brochure for more information, to obtain Informal and Formal Complaint Procedures, and/or for assistance with reporting a complaint.

THE RIGHTS OF DD PERSONS

(Ohio Revised Code Section 5123.62)

The rights of mentally retarded persons and/or developmentally disabled persons include, but are not limited to:

- A. The right to be treated at all times with courtesy and respect and with full recognition of their dignity and individuality;
 - B. The right to an appropriate, safe and sanitary living environment that complies with local, state and federal standards and recognizes the person's need for privacy and independence;
 - C. The right to food adequate to meet accepted standards of nutrition;
 - D. The right to practice the religion of their choice or to abstain from the practice of religion;
 - E. The right of timely access to appropriate medical or dental treatment;
 - F. The right of access to necessary ancillary services including, but not limited to, occupational therapy, physical therapy, speech therapy, and behavior modifications and other psychological services;
 - G. The right to receive appropriate care and treatment in the least intrusive manner;
 - H. The right to privacy, including both periods of privacy and places of privacy;
 - I. The right to communicate freely with persons of their choice in any reasonable manner they choose;
 - J. The right to ownership and use of personal possessions so as to maintain individuality and personal dignity;
 - K. The right to social interaction with members of either sex;
 - L. The right of access to opportunities that enable individuals to develop their full human potential;
 - M. The right to pursue vocational opportunities that will promote and enhance economic independence;
 - N. The right to be treated equally as citizens under the law;
 - O. The right to be free from emotional, psychological and physical abuse;
 - P. The right to participate in appropriate programs of education, training, social development and habilitation and in programs of reasonable recreation;
 - Q. The right to participate in decisions that affect their lives;
 - R. The right to select a parent or advocate to act on their behalf;
 - S. The right to manage their personal financial affairs based on individual ability to do so;
 - T. The right to confidential treatment of all information in their personal and medical records;
 - U. The right to voice grievances and recommend changes in policies and services without restraint, interference, coercion, discrimination or reprisal;
 - V. The right to be free from unnecessary chemical or physical restraints;
 - W. The right to participate in the political process;
 - X. The right to refuse to participate in medical, psychological or other research or experiments.
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ANNUAL NOTICE OF CONSUMER COMPLAINT PROCESS

Superintendent

937-382-7519

Director of Service and Support Administration

937-382-7889

Director of Adult Services

937-382-6674

Town & Country ESC Administrator

937-382-7519

Transportation Supervisor

937-481-2070

**4425 State Route 730
Wilmington, Ohio 45177
www.co.clinton.oh.us/boardofdd**

INFORMAL COMPLAINT RESOLUTION

There are occasions when you may have a complaint regarding the services or operation of the Clinton County Board of DD, or you have suggestions to improve our services. We are interested in your ideas and in using them to improve services. And if you want, you can ask someone to contact us for you or to help you write down your concerns.

The following guidelines for resolving complaints are suggested and written in what we hope is an easy to read format.

1. **Start with the right person:** The people who have the best and quickest solutions are people you know, such as the direct service staff and department managers. If they cannot answer your concerns, they will help you find someone who can. Ask to see your service and support coordinator; they can help you.
2. **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.
3. **Be specific as to what you want:** Tell us your concerns, involved individuals, when it occurred or did not occur and what you want to see happen in the future. Tell us what you want.
4. **Address one issue at a time:** Some concerns can be addressed quickly and completely. Others will take more time. A shopping list of problems usually can never be totally and finally resolved. And remember, at any time, you can go straight to the formal process.

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

It is expected that these informal procedures will resolve most issues. If the informal dispute resolution procedures have not been successful, or if you disagree with a decision to change a service, it may be time to use the formal Administration Resolution of Complaint Process.

ADDITIONAL FORMAL AVENUES FOR RESOLVING DISPUTES

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

Medicaid Funded Services: Any decision to terminate, reduce, deny, or change Medicaid funded services (State Plan 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 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 Health and presenting their concerns in a formal hearing process.

School Services: Families have a right to appeal decisions related to educational programs by using the due process protection afforded by their local educational agency.

Individual Support Services: Individuals, advocates or complainants receiving or providing supported living services under contract with the Board shall utilize the dispute resolution procedures of the provider. In case of disputes related to the termination, reduction, or change of supported living services, an individual or advocate shall utilize the Board's Administrative Resolution of Complaint process.

ADDITIONAL CONTACTS

Ohio Department of DD
30 East Broad Street
Columbus, Ohio 43215
1-866-313-6733
www.dodd.ohio.gov

Ohio Legal Rights
8 East Long Street, 8th Floor
Columbus, Ohio 43215
614-466-7264
1-800-282-9181
TTY: 614-728-2553 or
TTY: 1-800-858-3542
www.olrs.ohio.gov

Ohio Department of Job and Family Services
P.O. Box 182825
Columbus, Ohio 43218-2825
866-635-3748
TTY: 614-728-2985
www.jfs.ohio.gov
