

## RESOLVING YOUR COMPLAINT

### INFORMALLY

Resolving a complaint or appeal can begin with trying to resolve it informally with the department director. The informal process shall take no longer than 30 days and does not prevent you from filing a formal complaint or appeal.

Superintendent	497-8155
Community Supports Director	498-4229
Early Childhood Education Director	498-4565
Early Intervention Director	498-0101

### WHO CAN APPEAL ?

Any person age 18 or older or the parent or guardian of a child or an adult who is applying for or receiving services from the Shelby County Board of DD

You can be assisted by an advocate...

or request assistance from an SSA. Contact the Shelby County Board of DD and request an advocate to assist you through the appeal process, or speak with your SSA.

To request a complete copy of our policy on the administrative complaint resolution, contact the Shelby County Board of DD office at 937-497-8155.

You can also visit our website at [www.shelbydd.org](http://www.shelbydd.org) and use the [Contact Us](#) link to email your request.

#### Other agencies to contact:

Arc of Ohio

1-800-875-2723

Ohio Department of

Developmental Disabilities

1-800-617-6733

Disability Rights Ohio

1-800-282-9181

Services related to Ohio Department of Education, Nursing delegated tasks, Medicaid funded services or services provided by an ICF are not subject to this process. An assistant from the Shelby County Board, your SSA or Advocate can provide you with contact information for the appropriate entity to file a complaint or appeal for these services.



#### Our Mission:

**To enhance the quality of life for people with developmental disabilities**



## RESOLVING COMPLAINTS

### and the APPEAL PROCESS

## Shelby County Board of Developmental Disabilities

1200 S. Children's Home Road  
Sidney, OH 45365

937-497-8155

[www.shelbydd.org](http://www.shelbydd.org)

You have the right to

APPEAL decisions!

### 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 service 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 a decision *informally* with a department director at the county board of developmental disabilities. You and the department director 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?

This 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 formal 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 department director 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 department director will meet with you to discuss your complaint or appeal and will investigate your complaint or appeal. Within 15 calendar days of receipt of your request, the department director will provide you with a written response to your complaint or appeal. At your request, the department director will discuss the written response with you.

### What if I am not satisfied with the department director'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 calendar days of receiving the department director'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 calendar days of receipt of your complaint or appeal. Within 15 calendar days of receipt of your request, the Superintendent will provide you with a written response to 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 calendar 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 calendar 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 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 DODD Director or his or her designee may request additional information from you. Within 45 days of receipt of necessary documents related to your complaint or appeal, the DODD 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 DODD 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