

DUE PROCESS IS YOUR RIGHT!

- If you have a complaint involving the services, policies or administrative practices of the Allen County Board of Developmental Disabilities, you can be heard.
- Your complaint will not result in retaliation or any barriers to services.

YOU CAN BE ASSISTED BY AN ADVOCATE.

- You can contact the Allen County Board of Developmental Disabilities and request an advocate to assist you through the appeal process.
- If you do not want a County Board advocate, you may seek assistance from an outside source at your own expense.

YOU CAN REQUEST A COPY OF THE COUNTY BOARD'S POLICY ON ADMINISTRATIVE COMPLAINT RESOLUTION.

- The policy is outlined for you in this brochure. If you should desire, you can request a copy of the actual County Board policy.

WHO CAN APPEAL?

- Any person 18 or older who is applying for or receiving services from the Allen County Board of Developmental Disabilities, the parent of a minor or the guardian of a child or adult.

YOU HAVE THE RIGHT TO APPEAL DECISIONS

YOU DO NOT AGREE WITH! QUESTIONS? CONTACT:

Service & Support Administration..... 419-221-1385

- OR CALL -

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

- OR -

Ohio Legal Rights
1-800-282-9181

- OR -

For Early Intervention or Help Me Grow
CALL

Ohio Department of Health
1-800-755-4769

COMPLAINT RESOLUTION (Due Process)

ALLEN COUNTY BOARD OF DEVELOPMENTAL DISABILITIES

2500 Ada Road • Lima, Ohio 45801 • 419/221-1385



Esther Baldrige..... Superintendent
Angie Herzog..... Adult Services Director
Peggy Cockerell..... Director of Education
Jeannie Stahl..... Director of Community Support Services
Theresa Schnipke..... SSA Manager
Amanda Coil..... Help Me Grow Project Director

HOW TO RESOLVE A COMPLAINT

YOUR COMPLAINT

1 INFORMAL

2 FORMAL

1

Discuss your complaint!

Talk it over with the County Board staff person with whom you disagree. This is often the easiest way to solve a problem.

Present your complaint in writing to the Department Head.

You have the right to be assisted by an advocate and have an advocate speak on your behalf.

within 10 calendar days

within 10 calendar days

You may request a meeting with the Department Head.

The Department Head will investigate your complaint.

within 5 working days

within 10 calendar days

A meeting will be held.

You have the right to ask questions, present concerns and have persons of your choice in attendance. You can expect a decision at the conclusion of the meeting.

The Department Head will complete a written report and meet with you to discuss it.

You have the right to receive a written copy of the report.

within 10 calendar days

4

You may submit a written appeal of the Department Head's decision to the Superintendent.

within 10 calendar days

5

The Superintendent will conduct an Administrative Review of the Department Head's decision

This meeting will include you, any advocate on your behalf, County Board staff involved in the decision and the Superintendent.

within 5 working days

6

The Superintendent will provide you a written report with a decision.

within 10 calendar days of receipt of the Superintendent's decision

7

You can submit a written appeal of the Superintendent's decision to the County Board President.

within 45 calendar days

8

The Board will schedule a hearing to review your complaint.

You will be heard no sooner than seven calendar days, but no later than the next regularly scheduled board meeting. You can request an open hearing no later than seven days prior to the hearing, otherwise it will be closed. You have the right to present evidence, to be represented by legal counsel or another representative at your own expense, to have in attendance and question any official, employee or agent of the County Board; and to request and receive a record of the hearing. You can expect evidence to be presented by County Board staff involved in the decision and the hearing to be recorded.

within 5 calendar days the hearing is deemed closed

9

The Board decision will be sent to you by Certified Mail.

within 15 calendar days

10

You may submit a written request for review to the Director of the Ohio Department of Developmental Disabilities.

(Address: 30 E. Broad St., 12th Floor • Columbus, Ohio 43215-3434)

You must also send copies of your letter to the Superintendent, County Board President and any Legal Counsel involved.

within 30 calendar days

11

The Director of the Ohio Department of Developmental Disabilities will review your appeal.

within 14 calendar days

12

The Director will issue a decision in writing.

• Timelines may be extended if mutually agreeable to all involved parties.

If your complaint has not been addressed to your satisfaction and you wish to pursue further action, contact the Allen County Board of DD, Ohio Department of Developmental Disabilities, Ohio Legal Rights, or Ohio Department of Health.