

RESOLVING YOUR COMPLAINT...You

can choose to resolve your complaint by filing it formally or informally.

It begins with contacting your SSA, or the appropriate Department Director. If you do not agree with the Director's decision, you can appeal to the Superintendent within 10 Calendar days.

You can request a copy of the County Board's policy on administrative complaint resolution! Just call the Shelby County Board office.



Laura Zureich	Superintendent	497-8155
Jennie Lukey	SSA Director	498-4229
Rick Husa	Adult Services Director	492-3596
Toni Custer	Education Director	498-4565
Lisa Slonecker	Wee School Director	498-0101

You can be assisted by an advocate...you can contact the County Board of DD and request an advocate to assist you through the appeal process

COMPLAINT RESOLUTION

You have the right to APPEAL decisions!

WHO CAN APPEAL ??????

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



Questions? Contact: Shelby County Board of DD

(937)-497-8155

(or)

The Ohio Dept. of DD

(877)231-6733

(or)

Ohio Legal Rights

(800)282-9181

Shelby County Board of
Developmental Disabilities
1200 S. Children's Home Road
Sidney, OH 45365

www.shelbydd.org

Informally, after receiving verbal or written notice of a complaint, either directly or by a Department Director, the Superintendent will, within 30 calendar days, appoint one or more Board Representatives to conduct an informal hearing to resolve the complaint. At the meeting you have the right to present evidence, ask questions and have persons of your choice present. At the end of the meeting you will be given a decision by the Representative.

You will receive the decision in writing. If you still disagree with the decision, you have the right to utilize the formal Resolution of Administrative Complaints process and/or other appropriate Due Process avenues.

Formally, the request for Resolution of Administrative Complaints must be submitted in writing to the Department Director. That Director will conduct an investigation of the complaint within 10 calendar days.

After the investigation is complete; the director will, within 10 calendar days, provide a written report and decision and discuss it with the complainant. The report will advise the complainant that they have 10 calendar days to file a request for an administrative review if they are still not satisfied with the decision. The request must be filed in writing to the Superintendent.

Within 10 calendar days of receiving the request for an Administrative review, the Superintendent will meet with the complainant and conduct the review. Within 5 working days of that review, the Superintendent's decision will be sent to the complainant in writing.

If the complainant is not satisfied with the Superintendent's decision, they can file a written appeal with the County Board President within 10 days.

Upon receiving the written request, the Board President shall conduct a hearing no sooner than 7 calendar days later than the next regularly scheduled Board meeting.

Within 5 days of the conclusion of the hearing, the Board will provide the complainant with a written decision.

In the event the complainant wishes to appeal the Board's decision, they have the right to further appeal to the Director of the Ohio Department of Developmental Disabilities. Instructions of how to do so will be included in the Board's written decision.

The complainant will receive a final written decision form the Ohio Department of DD no more than 14 calendar days from the review.