

# Hancock County Board of Developmental Disabilities

## How to Resolve a Complaint

### Informal

#### 1. Discuss your complaint

Within 90 days of the incident, talk it over with the County Board staff person with whom you disagree.

This is often the easiest way to solve a problem.

#### 2. You may request a case conference with the department head

#### 3. A case conference will be held (within 15 calendar days)

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

#### 4. You may submit a written appeal of the department head's decision to the Superintendent (within 10 calendar days or 25 if no action has been taken by the department head)

**5. The Superintendent will conduct an administrative review of the department head's decision (within 10 calendar days)** This meeting will include you, and any advocate on your behalf, county board staff involved in the decision and the Superintendent.

#### 6. The Superintendent will provide you a written report with the decision by Certified mail (Within 15 calendar days)

#### 7. You may submit a written appeal of the Superintendent's decision to the County Board President (within 10 calendar days, 25 if no action by the Superintendent)

#### 8. The Board will schedule a hearing to review your complaint (within 20 calendar days)

You may request access to pertinent records and materials up to 10 days before the hearing. 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

#### 9. The Board President or the hearing officer will issue a report on the hearing for your review (within 10 calendar days)

#### 10. The Board decision will be sent you by Certified Mail (within 15 calendar days)

#### 11. You may submit a written request for review to the Director of the Ohio Department of Developmental Disabilities (within 15 calendar days or 55 if no notice is given)

(Address: 30 E. Broad St., Room 1280 Columbus, Ohio 43266-0415)

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

#### 12. The board President provides information from the hearing to the Director (within 20 days)

#### 13. The Director will issue a decision in writing (within 45 calendar days)

### Formal

#### 1. Present your complaint in writing to the department head within 90 days

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

#### 2. The department head will investigate your complaint

#### 3. The department head will complete a written report and meet with you to discuss it (within 15 calendar days)

You have the right to receive a copy of the report

If your complaint has not been addressed to your satisfaction and you wish to pursue further action, contact the Hancock County Board of Developmental Disabilities, Ohio Department of Developmental Disabilities, or Disability Rights Ohio