



ADMINISTRATIVE RESOLUTION OF COMPLAINTS

You have the right to appeal certain decisions and actions taken by your County Board through a process called the Administrative Resolution of Complaints. Appeals can be made if you have been termed ineligible for Board services, feel that appropriate services/supports have not been arranged for you, or that services have been reduced or terminated by the Board without reasonable cause.

You may put your appeal or complaint in writing and send it to the Superintendent. The process will begin within 10 days of your written complaint. You may ask for help and someone can speak on your behalf. Your SSA will help you through this process, if your complaint involves a provider of your services.

DUE PROCESS FOR MEDICAID SERVICES

If you have been denied a Medicaid-funded service, or if those services have been reduced or terminated, you have the right to appeal that decision in a state hearing. Your right to a state hearing is guaranteed in the federal law that governs all Medicaid-funded services.

The County Board’s Administrative Resolution of Complaints process cannot be used to meet this Medicaid requirement.

For more information regarding an appeal or denial of Medicaid-funded services, talk to your SSA, who will help you through this process. The SSA Department can be reached at 740-695-7433.

Confidentiality

Confidentiality is the basis for all trusting relationships. All information you share with the County Board is confidential and will not be shared with others.

The only time we share information is with the written consent of you and/ or your parent/guardian.

REPORTING VIOLATIONS OF RIGHTS

Any person with an intellectual and/or developmental disability, who believes that his or her rights have been violated, or any other person, may bring the violation to the attention of the appropriate service provider or may report the violation to any of the following agencies:

- BELMONT COUNTY BOARD OF DD** 68421 Hammond Road, St. Clairsville, OH 43950 740-695-7433
- HARRISON COUNTY BOARD OF DD** 82480 Cadiz-Jewett Road, Cadiz, OH 43907 740-942-2158
- NOBLE COUNTY BOARD OF DD** 46049 Marietta Road, Caldwell, OH 43724 740-732-7144
- OHIO DEPARTMENT OF DEVELOPMENTAL DISABILITIES** 1-800-231-5872
30 East Broad St., Suite 1280, Columbus, OH 43712
- DISABILITY RIGHTS OHIO** 1-800-282-9181
50 W. Broad St., Suite 1400, Columbus, OH 43215-5923

Prompt	Response
Why would I file a complaint or appeal?	<ul style="list-style-type: none"> 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 suspended, terminated or denied.
Do I have to file a formal complaint or appeal?	<ul style="list-style-type: none"> No; if you choose, you may start by trying to resolve your complaint or appeal informally with a Director of the county board program. You and the Director can agree to work together to try and resolve your complaint or appeal. The informal process shall take no longer than 30 days.
When should I file a complaint or appeal?	<ul style="list-style-type: none"> 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 suspended, denied or terminated.
Services	<ul style="list-style-type: none"> In most cases, the county board must notify you at least 15 days prior to the date the service is suspended, terminated or denied. If you file an appeal before the date your service is scheduled to be taken away, your services will stay in place during the appeal process.
How do I file a formal complaint or appeal?	<ul style="list-style-type: none"> The complaint or appeal must be filed in writing with the 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. The complaint or appeal must be sent to the appropriate board address. Belmont – 68421 Hammond Road St. Clairsville, OH 43950 Harrison – 82840 Cadiz-Jewett Road Cadiz, OH 43907 Noble – 46049 Marietta Road Caldwell, OH 43724
How will I be notified about my complaint or appeal?	<ul style="list-style-type: none"> 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?	<ul style="list-style-type: none"> The Director will meet with you to discuss your complaint or appeal and will investigate your complaint or appeal. Within 15 days, the Director will provide you with a written response to your complaint or appeal. If you make a request, the Director will discuss the written response with you.
What if I am not satisfied with the Director's Decision?	<ul style="list-style-type: none"> 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 days of receiving the 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 days of receipt of your complaint or appeal and provide you with a written response within 15 days of receipt of your complaint or appeal. The complaint or appeal must be sent to the appropriate board address.
What if I am not satisfied with the Superintendent's decision?	<ul style="list-style-type: none"> 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 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 days of receipt of your complaint or appeal. The complaint or appeal must be sent to the appropriate board address.
What will happen at the hearing?	<ul style="list-style-type: none"> 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?	<ul style="list-style-type: none"> 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 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?	<ul style="list-style-type: none"> You may file your complaint or appeal with the Director of the DODD. 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. DODD Address - 30 E Broad St, Columbus, OH 43215. The 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 Director or his or her designee will send you by email or certified mail, his or her decision regarding your complaint or appeal.
What if I am not satisfied with the Director's decision?	<ul style="list-style-type: none"> You may file a claim through the court system.
Who else can help me?	<ul style="list-style-type: none"> ARC of Ohio at 614-487-4720, Disability Rights Ohio at 800-282-9181, DODD at 800-231-5872