

## Trumbull County Board of Developmental Disabilities

### Procedure

### Section 8.34.a

## COMPLAINT RESOLUTION AND APPEAL PROCESS INFORMAL PROCEDURE

### **Purpose:**

The Trumbull county Board of Developmental Disabilities is dedicated and committed to upholding the rights of individuals receiving or applying for services. Per Board policy, this informal complaint procedure is available in lieu of the formal complaint or appeal process in order to offer an alternative, less formal and more expeditious process for resolving complaints involving the Board's non-medicaid programs, services, policies, or practices.

### **Procedure:**

An individual or person may elect to participate in this informal process to resolve complaints; however, this does not preclude the individual or person from initiating the formal process at any time.

Individuals, parents of minor children, or guardians shall be informed that if they so request, an employee of the Board shall be available to assist the individual with the due process procedure.

Only NON-MEDICAID services provided by the Trumbull County Board of Developmental Disabilities can be appealed using this process.

If an individual, parent of a minor, or guardian is appealing a termination or reduction of non-Medicaid services or change in services, his/her current services shall continue to be provided pending final resolution.

Whenever an individual, parent of a minor, or guardian desires to appeal a decision informally, the individual or person shall discuss the complaint with the supervisor or manager of the program initiating the action being appealed.

The supervisor and individual must agree to work together to resolve the complaint.

The information process should take no longer than 30 days.

If an agreement is not reached, or if the person remains dissatisfied with the decision, the individual or person has the right to initiate the formal complaint resolution process as outlined in Board Policy 8.34.

Effective: 6/24/14

### **Reference:**

OAC 5123:2-1-12

OAC 5123.043-51-02