



# Resolving Complaints & Due Process

Understand your rights and how to speak up for services you need

## What do I do if I have a problem or a complaint about supports I receive or a service provider?

Summit DD is determined to provide right-fit supports. If you have concerns with your services, please don't hesitate to speak with your SSA. Let us know about your concern when it happens. The sooner we know, the faster we can help resolve the issue. Be specific when sharing your concern. Try to provide dates, people involved, what happened, and what you would like in the future. Following these guidelines will help us to better serve you, and will not interfere with your right to a formal Administrative Resolution of Complaints process.

## What do I do if I do not agree with services that are reduced, denied or terminated? (What is the Formal Administrative Resolution of Complaints process?)

An individual, parent, or guardian may appeal reduced, denied or terminated services coordinated through Summit DD. To appeal a decision, there is a grievance procedure and/or formal appeal process. Assistance can be provided by an advocate who may speak on behalf of an individual at his or her request.

### **Grievance Process:**

1. Within 30 days of the denied or proposed action, an individual, parent of a minor, or guardian may file a written appeal to the appropriate Agency director.
2. If the individual, parent, or guardian has difficulty in reading or writing, an oral report can be accepted and will be documented by the director receiving the report.
3. The director will conduct an investigation and respond to the appeal within ten (10) calendar days.
4. Within ten (10) calendar days of the receipt of the director's written decision, the individual or his/her representative may file a written appeal to the Superintendent/designee.

If the individual or his/her representative wishes to appeal the director's decision, the following formal appeal process occurs.

### **Formal Appeal Process**

1. Upon receipt of a request of appeal, the Superintendent/designee, within ten (10) calendar days, will meet with the party initiating the request and conduct an administrative review.
2. Within five (5) working days of the administrative review, the Superintendent's decision will be made known, in writing, to the individual or his/her representative, and will include a rationale for such decision along with a description of the next step in the process.
3. If the individual or his/her representative is not satisfied with the decision of the Superintendent, a written appeal can be filed with Summit DD within ten (10) calendar days of the receipt of the Superintendent's decision.
4. Upon receipt of a written request to appeal, the Board will conduct a hearing no sooner than seven (7) calendar days, nor later than the next regularly scheduled Board meeting, at a time and place convenient to all.
5. Within five (5) calendar days of the hearing, written notification of the Board's decision will be sent by certified mail to the individual or his/her representative. Such notification will include a rationale for the Board's decision.
6. If an individual or representative is not satisfied with the decision of the Board, a written appeal may be filed with the Director of the Ohio Department of Developmental Disabilities within fifteen (15) calendar days of receipt of the Board's decision.
7. The Director or his/her designee will review the appeal within thirty (30) calendar days of receipt of the appeal.
8. Within fourteen (14) calendar days following the Department-level review, the Director's decision will be made known in writing to all affected parties, and include a rationale for the decision.