



Pickaway County Board of Developmental Disabilities

200 East High Street Circleville, Ohio 43113

Phone: 740-477-3353

www.pickawaydd.org

Empower people with developmental disabilities to live, learn, work and be involved in their community.

How to File a Grievance

You or a family member has approached the Pickaway County Board of Developmental Disabilities Program and have requested services. You have been assigned a Service & Support Administrator (SSA) that will coordinate services to meet your specific needs.

Your Service & Support Administrator will meet with you and get to know you, so that the Pickaway County Board of Developmental Disabilities can help you make decisions and get the services you need. The Service & Support Administrator will schedule all meetings that are needed to arrange for your needed services. Your Service & Support Administrator is the person you should contact if you decide that you want to change your services or the provider of your services.

You or anyone else you choose may tell us if you do not like what we are doing or if you want to ask to stop or change services. We will try to work with you to do what is right for both you and the Pickaway County Board of Developmental Disabilities.

Keep this notice at your home so that you can always find out whom to contact to request a change in services or providers or to complain about the services you are receiving.

IMPORTANT NAMES/NUMBERS

SSA Supervisor: Amber Wickstrom (740) 477-3353 ext. 24

SSA Supervisor: Bryston McKnight (740) 477-3353 ext. 21

SSA Director: Amanda Knotts (740) 477-3353 ext. 33

Superintendent: Marie Wilbanks (740) 477-3353 ext. 20

Contact information for members of the Pickaway County Board of Developmental Disabilities may be obtained at the County Board Administrative Office.

Ohio Department of Developmental Disabilities 30 E. Broad St. 13 th Floor Columbus, Ohio 43215 Telephone: (614) 644-6300 Toll-free 877-464-6733	Disability Rights Ohio 50 W. Broad Street Suite 1400 Columbus, Ohio 43215 Telephone: 1-800-282-9181
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HOW TO RESOLVE A COMPLAINT

1) Informal	Formal
Discuss your complaint! Discuss your concerns with the staff person involved.	Present your complaint in writing to the Program Director. You may be assisted by an advocate or have an advocate speak on your behalf.
2) Within 10 Calendar Days You may request a case conference.	Within 10 Calendar Days The Program Director will investigate your complaint.
3) Within 5 Working Days A case conference will be held. You have a 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.	Within 5 Calendar Days The Program Director will complete a written report and meet with you to discuss it. You have the right to receive a written copy of the report.
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4) Within 10 Calendar Days	
You may submit a written appeal of the Program Director's decision to the Superintendent.	
5) Within 10 Calendar Days	
The Superintendent will conduct an Administrative Review of the Program Director's decision. The meeting will include you, any advocate on your behalf, County Board staff involved in the decision and the Superintendent.	
6) Within 5 working days	
The Superintendent will provide you a written report with his decision.	
7) Within 10 Calendar Days	
You can submit an appeal of the Superintendent's decision to the County Board President.	
8) Within 20 Calendar Days	
The president of the Board shall ensure that a hearing is conducted at a time and place convenient to all parties. The Board may hear your complaint, or the president may appoint a committee of two or more Board members to hear your complaint, or a hearing officer appointed by the Board may hear your complaint. You may request records or material related to your complaint no less than 10 calendar 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) Within 15 working days	
The Board decision will be sent to you by certified mail.	
10) Within 15 Calendar Days	
You may submit a written request for review to the Director of the Ohio Developmental Disabilities. (Address: 30 E. Broad St. 13 th Floor Columbus, OH 43215).	
11) Within 20 Calendar Days	
The Director of the Ohio Department of Developmental Disabilities will review your appeal.	
12) Within 45 Calendar Days	
The Director will issue a decision in writing.	
If your complaint has not been addressed to your satisfaction and you wish to pursue further action, contact the Pickaway County Board of Developmental Disabilities, Ohio Department of Developmental Disabilities or Disability Rights Ohio.	

A copy of this flyer is available from the Business Manager