

Resolution of Complaints (Appeals) Procedures

There may come a time when an individual or family disagrees with a decision about program eligibility, services or supports. We encourage individuals to try to work with us to resolve their concerns informally, should an issue remain unresolved there are formal complaint resolution/appeals procedures available. This formal procedure is called the “Due Process and Administrative Resolution of Complaints”. This process can include appeals to the program supervisor, superintendent and board, and ultimately the Department of Developmental Disabilities. In addition, program-specific appeals processes may also be available including, but not limited to: Ohio Department of Job and Family Services Medicaid state hearings, the Ohio Board of Nursing, Ohio Help Me Grow procedural safeguards, and the Ohio Department of Education due process.

For further details or for copies of these specific complaint resolution processes, contact the board office at (440)224-2155.