

Complaint or Appeal of Adverse Action Explanation Form

Why would I file a complaint or appeal?

- You may file a complaint if you are dissatisfied with a non-Medicaid program, service, policy, or practice of the TCB DD.
- You may file an appeal of adverse action (“appeal”) if your request for services is denied or if services you have been receiving are being taken away.

Do I have to file a formal complaint? No; if you choose, you may start by trying to resolve your complaint informally with a supervisor or manager at the TCBDD. You and the supervisor or manager can agree to work together to try to resolve your complaint. The informal process should take no longer than 30 days.

Should I try to resolve my complaint informally before filing a formal complaint? That is entirely up to you. Trying to resolve your complaint informally does not prevent you from filing a formal complaint.

When should I file a complaint or appeal?

- You may file a complaint at any time.
- An appeal must be filed within 90 days of receiving notice that your services are being denied or taken away.

Important! The TCBDD must notify you at least 15 days prior to the date it plans to take away your services. If you file an appeal before the date your services are scheduled to be taken away, your services will stay in place during the appeal process.

How do I file a formal complaint or appeal? The complaint or appeal must be filed in writing with the supervisor or manager responsible for the program, service, policy or practice of the TCBDD. Staff of the board will assist you if you need help.

How will I be notified about my complaint or appeal? The TCBDD 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? The supervisor or manager of TCBDD will meet with you to discuss your complaint or appeal and will investigate your complaint or appeal. Within 15 days, The supervisor or manager will provide you with a written response to your complaint or appeal. If you make a request, the supervisor or manager will discuss the written response with you.

What if I am not satisfied with the supervisor’s or manager’s decision? 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 supervisor’s or manager’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.

What if I am not satisfied with the Superintendent’s written response? You may file your complaint or appeal with the president of TCBDD. Your complaint or appeal must be filed in writing 10 days of receiving the Superintendent’s written response. Staff of the board will assist you if you need help. A hearing will be conducted within 20 days of receipt of your complaint or appeal.

What will happen at the hearing? The hearing may be conducted by the full county board or by a committee of two or more members of the county board appointed by the President of TCBDD, or by a hearing officer appointed by the President of TCBDD. 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? 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 TCBDD will send you by certified mail, the county board’s decision regarding your complaint or appeal. The decision must include a rationale and description of what you should do if you are still dissatisfied.

What if I am not satisfied with the County board’s decision? You may file your complaint or appeal with the Director of the Ohio Department of Developmental Disabilities. Your complaint or appeal must be in writing within 15 days of receiving the county board’s decision. Staff of the TCBDD will assist you if you need help. The Director or designee may request additional information from you. Within 45 days of receipt of necessary documents related to your complaint or appeal, the Director or designee will send you by certified mail, his or her decision regarding your complaint or appeal.

What if I am not satisfied with the Director’s decision? You may file a claim through the court system.

Who else can help me with my complaint or appeal? Arc of Ohio at 1-800-875-2723 Disability Rights Ohio at 1-800-282-9181
or Ohio Department of Developmental Disabilities at 1-877-464-6733