

## Administrative Resolution of Complaints

An eligible individual may utilize either the Complaint Procedure or the Hearing Process to resolve issues or problems with the County Board. Below is an overview of the process. A complete copy of the procedure is available upon request.

Board Receives Complaint	(Running Total)
Supervisor has 10 calendar days to investigate	10 days
Written Report discussed with complainant within 10 calendar days to include next step	20 days
Complainant has 10 calendar days to request Hearing	30 days
Request for a Hearing	
Superintendent/designee meets holds a hearing within 10 calendar days of request	40 days
Within 5 days of Hearing written report to complainant	45 days
Appeal to Board Chair within 10 days of Superintendent's Reports	55 days
Hearing no earlier than 10 days, no later than Board meeting	62 (86) days
Within 5 days of hearing, written report issued	67 (91) days
Within 15 days of Board's decision, appeal to Director	82 (106) days

## Section 5123.62 Bill of Rights

- The rights of persons with developmental disabilities include, but are not limited to:*
- ❖ The right to be treated at all times with courtesy and respect and with full recognition of their dignity and individuality;
  - ❖ The right to an appropriate, safe, and sanitary living environment that complies with local, state, and federal standards and recognizes the persons' need for privacy and independence;
  - ❖ The right to food adequate to meet accepted standards of nutrition;
  - ❖ The right to practice the religion of their choice or to abstain from the practice of religion;
  - ❖ The right to timely access to appropriate medical or dental treatment;
  - ❖ The right of access to necessary ancillary services including, but not limited to, occupational therapy, physical therapy, speech therapy, and behavior modification and other psychological services;
  - ❖ The right to receive appropriate care and treatment in the least intrusive manner;
  - ❖ The right to privacy, including both periods of privacy and places of privacy;
  - ❖ The right to communicate freely with persons of their choice in any reasonable manner they choose;
  - ❖ The right to ownership and use of personal possessions so as to maintain individuality and personal dignity;
  - ❖ The right to social interaction with members of either sex;
  - ❖ The right of access to opportunities that enable individuals to develop their full human potential;
  - ❖ The right to pursue vocational opportunities that will promote and enhance economic independence;
  - ❖ The right to be treated equally as citizens under the law;
  - ❖ The right to be free from emotional, psychological, and physical abuse;
  - ❖ The right to participate in appropriate programs of education, training, social developmental, and habilitation and in programs of reasonable recreation;
  - ❖ The right to participate in decisions that affect their lives;
  - ❖ The right to select a parent or advocate to act on their behalf;
  - ❖ The right to manage their personal financial affairs, based on individual ability to do so;
  - ❖ The right to confidential treatment of all information in their personal and medical records;
  - ❖ The right to voice grievances and recommend changes in policies and services without restraint, interference, coercion, discrimination, or reprisal;
  - ❖ The right to be free from unnecessary chemical or physical restraints;
  - ❖ The right to participate in the political process;
  - ❖ The right to refuse to participate in medical, psychological, or other research or experiments.

*If you have questions or concerns about your rights, you may call Ohio Legal Rights Service's state-wide toll free intake service at 1-800-282-9181*