

Guidelines for Resolving Concerns

Start with the right person

The people who have the best and quickest solutions are the direct staff and program supervisors. If they cannot answer your concerns, they will help you find someone who can.

Issues need to be timely

The best time to correct a problem or consider a new idea is when it is fresh. It is very difficult to do anything about a problem that happened many days or weeks earlier.

Be specific as to what you want

Objectively state your concerns, who was involved, when it did or did not happen, and what you want to see happen in the future.

Address one issue at a time

Some concerns can be addressed quickly and completely. Others will take more time. A shopping list of problems will probably never be totally resolved.

By using these guidelines, you will be able to have most of your questions answered quickly and simply. If verbal requests do not bring results, please present your concerns in writing to the appropriate program supervisor.

IMPORTANT NUMBERS

Adams Co. Board of DD
482 Rice Dr.- P.O. Box 157
West Union, OH 45693
937-544-2574

EMERGENCY NUMBER
937-217-0511

Ohio Department of DD
Complaint Hotline
1-800-231-5872
TDD#
1-800-228-5404

Disability Rights Ohio
1-800-282-9181

Ohio Department of Health
614-644-8389

ADAMS CO BOARD OF DD SERVICE AND SUPPORT ADMINISTRATORS:

Amanda Klickner – 544-2574, ext. 16
Melissa Tumbleson -544-2574, ext. 45
Talhia Jones – 544-2574, ext. 20
Rhonda Holbrook – 544-2574, ext. 29

SUPERINTENDENT

Lizabeth Lafferty - 544-2574 ext. 25

ADULT SERVICES

Cecelia Hummel – Workshop Director
Dan Mitchell – Employment Director
(937)544-2823 Venture Productions

IDEAS

SUGGESTIONS

Concerns

Complaints

DUE PROCESS

Guidelines for Resolving Concerns and Administrative Resolution of Complaints

Adams County Board of