

**If you disagree with a decision made by the Office of Vocational Rehabilitation,
below is information that may be helpful to you:**

Informal resolution

We suggest that you start by contacting your counselor's direct supervisor for help. The next step is to contact your counselor's Regional Program Manager. The Customer Support Program is available at any time. If your concern is not yet directed to your satisfaction, you can file a formal appeal.

Counselor: _____ **Telephone counselor:** _____
Supervisor: _____ **Supervisor's Phone:** _____
Regional Manager: _____ **Regional Manager Phone:** _____

Customer Support Program

CAP can help you understand the services available from the Office, advise you on other benefits available from state and federal agencies, help you seek appropriate resources to ensure your rights are protected, and help resolve any dissatisfaction you may have with the Office regarding the provision or denial of services. To contact CAP, visit the Protection and Advocacy in <http://www.kypa.net/intake-form.html> website or call 1-800-372-2988:

How to appeal:

We have found that almost all dissatisfaction can be resolved informally. If you have a complaint, we recommend that you first contact your counselor and/or your counselor's supervisor. If the complaint is still not resolved, you may contact the Program Vice Director or the Program Deputy Director of Services within 14 days of the disputed decision. The Office may offer mediation services through an impartial party to resolve disputes between consumers and staff and shall be available at any stage of the rehabilitation process. You can also request a hearing. If you are dissatisfied with the provision or denial of services and wish to continue with the appeal process, please contact by letter, email, or phone:

Holly Hendricks, Director of Field Services
Phone 502-564-4440
Toll Free 1-800-372-7172
Email: HollyB.Hendricks@ky.gov