

**INFORMAL RESOLUTION**

Almost all dissatisfaction can be resolved informally. If you have a complaint, we recommend you first talk to your counselor and their supervisor. The next step is talking to your counselor's Regional Program Manager. If talking to your counselor or your Regional Program Manager does not resolve your complaint, you may file a formal appeal.

Counselor First Name	Middle Initial	Last Name	Phone Number
Supervisor First Name	Middle Initial	Last Name	Phone Number
Regional Manager First Name	Middle Initial	Last Name	Phone Number

**CLIENT ASSISTANCE PROGRAM (CAP)**

CAP is available to assist you in your relationship with OVR. CAP can help you understand services, provide advice on other benefits from state and federal agencies, and help you pursue proper remedies to ensure the protection of your rights. You can contact <https://kypa.net/get-help/> or call 1-800-372-2988.

**HOW TO FILE A FORMAL APPEAL**

If your complaint remains unresolved, you may reach out to the Field Services Director or the Assistant Field Services Director within 14 days. OVR provides mediation services through a neutral third party to help resolve disputes between consumers and staff, and these services are available at any point during the rehabilitation process. Additionally, you have the option to request a hearing. If you are dissatisfied with a decision and wish to appeal, please contact the Director of Field Services via email, phone, or letter:

**Director of Field Services or Assistant Field Services Director**

**Email:** [OVRAppeals@ky.gov](mailto:OVRAppeals@ky.gov)

**Phone:** 502-564-4440

**Toll Free:** 1-800-372-7172

**Mailing Address:** 500 Mero Street  
Frankfort, Kentucky 40601

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