



Independent Living Center of North Central Ohio Inc.
2230 Village Mall Drive, Suite 200
Mansfield, OH 44906
419-526-6770

Grievance Procedure and Client Assistance Program (CAP)

Provider Information

Independent Living Center of North Central Ohio, Inc.
2230 Village Mall Drive, Suite 200
Mansfield, Ohio 44906
(419) 526-6770 office (419) 526-6870 (fax)

While participating in the Independent Living Program, it is important to have a way to let others know if you are having a conflict or are unhappy with services you are receiving. The following procedure is designed to assist you in resolving problems.

1. Notify the person you are having the problem with.
2. If the problem cannot be resolved, contact the staff member you are working with.
3. If the problem cannot not be resolved, then the staff member you are working with will refer you to Pamela Drake, Executive Director, who will evaluate the situation, and render a decision.
4. If you are dissatisfied with the decision of the Executive Director, then you may appeal to the Board of Directors for a decision.
5. If you are dissatisfied with the services you are receiving while participating in any Independent Living Program Service, please follow the above procedure. If, after following the above procedure you feel that the problem has not been appropriately resolved, you may telephone:

DRO Client Assistance Program (CAP) 1-800-282-9181

My signature below shows that the above information was explained to me, and that I fully understand the contents. I acknowledge that I also received a CAP Consumer Rights and Appeals Process form which covers the same information in written form, with the contact information for the Ohio Civil Rights Commission and Disability Rights Ohio.

Consumer Signature: _____

Staff Signature: _____

Date: _____