

Disability Rights Pennsylvania
301 Chestnut Street,
Suite 300
Harrisburg, PA 17101
(800) 692-7443 (Voice)
(877) 375-7139 (TDD)
www.disabilityrightspa.org



DISABILITY RIGHTS
PENNSYLVANIA

Grievance Procedure

Disability Rights Pennsylvania (DRP) is a non-profit corporation designated under federal law to provide protection and advocacy services for persons with disabilities. DRP has a limited staff charged with the responsibility to provide protection and advocacy services throughout Pennsylvania. Since DRP cannot provide all services to all potentially eligible persons, DRP's Board of Directors has established priorities. Copies of these priorities are available by calling DRP at 1-800-692-7443 ext. 400 or on the DRP's website at www.disabilityrightspa.org

A Grievance Procedure is available to individuals or their families or representatives to complain about: 1) denial of assistance; 2) the type and/or quality of assistance provided; or 3) the decision to close a case. However, DRP cannot overturn a denial of legal services by DRP's Legal Director on the basis that the case presented lacks sufficient legal merit.

DRP's Grievance Procedure has two levels:

First, you must submit your complaint to DRP's Chief Executive Officer (as described in "Level I" below).

Second, if you are dissatisfied with the Chief Executive Officer's decision, you may appeal to DRP's Board President (described in "Level II" below). The decision of the Board President or Board Committee is DRP's final decision in the appeal process.

The Grievance Procedure is confidential. No person filing a complaint under this Grievance Procedure will be penalized with respect to receiving potential assistance from DRP in the future. At any point in the Grievance Procedure, DRP will, upon request, provide any necessary reasonable accommodations to persons with disabilities using the Grievance Procedure, including assistance in making an oral complaint.

Level I

Submit a written or oral complaint to the Chief Executive Officer of DRP within ninety (90) days of the decision or action that gives rise to your complaint. An oral complaint may be left on the voice message system specially designated for oral grievance complaints. These messages are confidential and will be accessed on a regular basis. Access to the voice messaging system is available by contacting DRP at 1-800 692-7443 ext. 337 or by direct dial 866-201-1548 and expressing the need to file an oral complaint.

The written or oral complaint must include your name, address, telephone number, and times you can be reached. If you are not the client or applicant, include the client or applicant's name, address, telephone number, and an explanation of your relationship to the client or applicant. Include a brief description of your complaint. Written complaints should be submitted to:

Disability Rights Pennsylvania
Attn: Chief Executive Officer
301 Chestnut Street, Suite 300
Harrisburg, PA 17101

E-mailed complaints should be addressed to DRP at intake@disabilityrightspa.org with “Grievance” written in the subject line. This information will then be documented and forwarded to the CEO for a written decision.

The Chief Executive Officer will issue a written decision within fifteen (15) working days from receipt of the complaint.

Level II

If you are not satisfied with the decision of the Chief Executive Officer, you may make a written or oral appeal to the DRP’s Board President. You must file your appeal within thirty (30) days of the date the Chief Executive Officer issues his/her decision. Such an appeal should be sent to:

Disability Rights Pennsylvania
Attn: Board President
301 Chestnut Street, Suite 300
Harrisburg, PA 17101

or emailed to intake@disabilityrightspa.org with “Grievance Appeal” written in the subject line. An oral appeal may be left on the voice message system by contacting DRP and expressing the need to file an oral grievance appeal.

The Board President, in his or her discretion, may either decide the appeal or may convene a committee of the Board to decide the appeal. A written decision will be issued within thirty (30) working days from the receipt of the appeal. The decision of the Board President or Board Committee is DRP's final decision.

PLEASE NOTE: For information in alternative formats or a language other than English, contact the Disability Rights Pennsylvania at 800-692-7443 Ext. 400, TDD: 877-375-7139, or drnpa-hbg@disabilityrightspa.org

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