

DISPUTE RESOLUTION FOR INDIVIDUALS
ACCEPTING SERVICES

(K.A.R. 30-64-32)

Your service provider wants you to be happy with the help you are receiving. If you are unhappy with the way you are being treated, we want you to know what to do.

If you are unhappy, you need to :

- Tell your service provider, staff or case manager why you are unhappy. They have ways to help you make the changes you would like called policies. Policies are directions that may help you get your services in the way you want to receive them.
- After 30 days, if you are still unhappy, ask your case manager to talk to the CDDO about the problem and help you fill out a paper called a dispute resolution form. That form will be sent to the Council of Community Members to explain why you are unhappy.
- The Council of Community members can help you decide what to do and can help you follow the CDDO policy until all resources have been used.
- If the problem you have is with your case manager, you can contact the CDDO for help.

No one will treat you differently because you were unhappy.

The complete CDDO Dispute Resolution Policy (112.0) is available upon request.