

**Cattaraugus Rehabilitation Center, Inc.
 NYSARC Inc., Cattaraugus Niagara Counties Chapter
 1439 Buffalo Street
 Olean, NY 14760**

Complaints, Grievances, Objections and Appeals

All persons supported by The Agency, and/or their parent, guardian, correspondents, have the right to file a complaint or grievance and have the right to appeal decisions made regarding:

- Any plan of services
- Plans for placement
- A proposal initiated by The Agency for discharge
- A proposal initiated by The Agency to reduce, suspend or discontinue services
- Denial of services

The following process is available for resolving complaints, grievances and objections. Agency staff will provide you with the specific process and contacts for your grievance and will assist you through the process.

1.	<p style="text-align: center;">The process begins with an informal meeting between you and relevant staff of The Agency, including the Chief Executive Officer, or her designee: Mari L. Howard 1439 Buffalo Street Olean, NY 14760 (716) 375-4747</p> <p style="text-align: center;">Written confirmation of resolution or inability to reach a resolution will be sent to the objecting party.</p>
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If a resolution was not reached through the informal process above, you will be given the opportunity to submit a formal written objection to the appropriate entity according to the chart below.

	OPWDD Programs & Services Contacts	OMH Programs & Services Contacts	Aging Programs & Services Contacts	ACCES VR Programs & Services Contacts	DOH Programs & Services Contacts
2.	<p style="text-align: center;">Director Developmental Disabilities Regional Office-Region 1 10310 Peck Hill Road Perrysburg, NY 14729 (716) 532-5522</p>	<p style="text-align: center;">Director WNY Field Office 737 Delaware Avenue Suite 200 Buffalo, NY 14209 (716) 533-4075</p>	<p style="text-align: center;">Director Cattaraugus County Department of the Aging 1 Leo Moss Drive, Suite 7610 Olean, NY 14760 1-800-462-2901</p>	<p style="text-align: center;">District Office Manager 508 Main Street Buffalo, NY 14202 (716) 848-8001 1-888-652-7062</p>	<p style="text-align: center;">Health Homes of Upstate NY (HHUNY) Clinical Director Coordinated Care Services, Inc. 1099 Jay Street Bldg., J 3rd Floor Rochester, NY 14611 (585) 613-7652 cmangione@hhuny.org</p>
3.	<p style="text-align: center;">Commissioner New York State OPWDD 44 Holland Avenue Albany, NY 12229 (518) 473-1997</p>	<p style="text-align: center;">Commissioner New York State OMH 44 Holland Avenue Albany, NY 12229 (518) 474-4403</p>	<p style="text-align: center;">Cattaraugus County Department of the Aging Advisory Council Grievance Committee 1-800-462-2901</p>	<p style="text-align: center;">New York State Education Department ACCES-VR 89 Washington Avenue Room 560 EBA Albany, NY 12234 1-800-222-5627</p>	<p style="text-align: center;">Commissioner New York State DOH Corning Tower Empire State Plaza Albany, NY 12237 1-866-881-2809 dohweb@health.ny.gov</p>
		<p style="text-align: center;">Customer Relations Line of OMH 1-800-597-8481</p>			

If you are not satisfied with the decision at this level, your recourse is a civil action which will require that you contact an attorney.

At any time you may contact:

<p style="text-align: center;">Mental Hygiene Legal Services 438 Main Street Suite 400 Buffalo, NY 14202-3211 (716) 845-3650</p>	<p style="text-align: center;">NYS Justice Center 161 Delaware Avenue Delmar, NY 12054 (518) 549-0200 or 1-800-373-2122 (abuse reporting)</p>
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For more information regarding complaints, grievances and appeals, please contact: Quality Management: (716) 375-4747 ext. 1500