



Notification of Agency Grievance Process

All individuals, their families, guardian(s), and/or other person(s) interested in the welfare of the individuals have the right to file a grievance about treatment, care or living/service delivery conditions. Concerns/complaints that reach the level of a grievance shall be responded to and thoroughly reviewed.

Grievances could be related to individual rights and responsibilities, regarding an event or situation, unsafe situation and/or related to ongoing unresolved issues (this is not meant to be an all-inclusive list or meant to address everyday problems). Definition of a concerns/complaints that reach the level of a grievance: unfair treatment, unjust treatment, unsafe situation, hostile environment.

We ask that you report any concern that falls to the level of a grievance (as noted above) directly to the main contact person for the service that you or the person you are reporting on behalf of is receiving (i.e. site manager/program manager); this can be done in writing, over the phone or in person. When a grievance is received it is our process that the person you contact will communicate your grievance to their supervisor and you will be contacted by them within 3 business days (unless there are extenuating circumstances where additional time is needed).

If a grievance is reported/filed please know that throughout the process to resolve the situation all services shall be provided as they were prior to the report of the grievance unless otherwise agreed to by all parties involved in the grievance.

Please know that you have the right to include others for additional representation at any time (refer below). If you have any questions or concerns related to this or need additional information please contact the VP of Quality Advancement or the Compliance Officer at 585-340-2000.

Mental Hygiene Legal Services

(Rochester/Fingerlakes)
50 East Ave., Ste. 402
Rochester, NY 14604
(585) 530-3050

Mental Hygiene Legal Services

(Buffalo/WNY)
438 Main Street, Suite 400
Buffalo, NY 14202
(716) 845-3650

OPWDD Commissioner

44 Holland Avenue
Albany, New York 12229
(518) 473-1997

Justice Center

161 Delaware Avenue
Delmar, NY 12054
(518) 549-0200

OPWDD Fingerlakes DDRO Director

620 Westfall Road
Rochester, NY 14620
(585) 461-8500

OPWDD WNY/Buffalo DDRO Director

1200 East & West Road
West Seneca, NY 14224-3699
(716) 517-2249

CORPORATE OFFICE

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REGIONAL OFFICE

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