

NOTICE OF DISPUTE RESOLUTION PROCEDURES AVAILABLE TO OVRs CLIENTS

If you disagree with a decision about your services, you may make an appointment to talk with me or my supervisor to discuss your concerns; or you may ask for mediation or exercise your right to an Impartial Fair Hearing. I can help you initiate these options.

If you need outside assistance, including assistance with mediation or an impartial hearing, you may call the Oregon Client Assistance Program (CAP) of the Oregon Advocacy Center at 1-800-452-1694 (voice) or 1-800-556-5351 (TTY).

Your request for mediation or an impartial hearing must be in writing. OVRs must receive your written request for hearing within 60 calendar-days of the date of this letter; or, if you submit a written request for mediation within 60 days of this letter, you may request a hearing within 60 days of the end of the mediation process (either a written notice declining mediation or a written notice that mediation has ended). If your request for hearing is not received as required without good cause (unforeseen circumstances beyond your control), you will have waived your right to a hearing.

Requests for mediation or an impartial fair hearing must be submitted to the OVRs Field Services Manager for the office at which you receive services or to the OVRs Dispute Resolution Coordinator, 500 Summer Street NE E87, Salem, Oregon 97301-1120. Mediators and hearing officers are independent of OVRs. Mediators are identified on rotation from an approved list for your geographic area and must be agreed to by you and OVRs. Hearing officers are assigned on rotation from a pre-selected list unless you and OVRs agree on a particular officer from the list prior to assignment. Hearings are conducted according to federal statute and regulations, Oregon's Administrative Procedures Act, and Chapter 582, Division 20 of the Oregon Administrative Rules. Interpreters and materials in alternative formats are available on request, if needed.