

Sedgwick County Developmental Disability Organization

Policy Section	General	Policy Number	A-04
Policy Name	Dispute Resolution: Disputes with SCDDO	Revision Date	09/2017
Former Number	A-01-04	SRS Approval Date	7/2011
		KDADS Approval Date	01/24/2018

PURPOSE:

This policy outlines steps to be followed by community service providers (CSP) and individuals with intellectual and/or developmental disabilities (IDD) and/or their family, legal guardian, or support network in resolving disputes with Sedgwick County Developmental Disability Organization (SCDDO), which may include access to an independent mediator consistent with K.A.R. 30-64-32.

POLICY:

Unresolved disputes between SCDDO and CSPs and/or other aggrieved parties may be resolved using the internal SCDDO dispute resolution procedures or request intervention from a mediator.

PROCEDURES:

1. SCDDO provides information to CSPs, persons served and guardians of their right to pursue dispute with SCDDO through distribution of *Your Rights, Your Responsibilities* brochure annually via mailing and/or during Comprehensive Options Counseling as described in Policy A-05. Further, SCDDO policies are available on the organizations website and provided upon request by any aggrieved party.
2. When managing a dispute with SCDDO, other than in cases concerning eligibility determination (which follow the procedures outlined in SCDDO policy B-02), CSPs and other aggrieved parties shall present in writing the following information to SCDDO within 30 days of the decision being disputed:

- a. What action taken by SCDDO had a negative impact on the CSP or other aggrieved party;
 - b. What action the CSP or other aggrieved party would like SCDDO to take to correct or remedy the situation; and
 - c. Suggestions for how SCDDO could change its current practices to prevent similar situations from occurring in the future.
3. The dispute will be referred to SCDDO Dispute Resolution Committee per SCDDO Policy A-10.
4. The CSP or the individual may also choose to request intervention into the dispute by a mediator who has no decision-making authority and is impartial to the issues being discussed. Mediation shall be completed within forty (40) calendar days following SCDDO receipt of written notice of dispute. The parties involved shall equally share the cost of such mediation and no individual shall be denied mediation due to inability to pay. Any agreement reached through mediation shall be considered binding.