

## Consumer Appeal Rights

Here's some info you might find helpful if you disagree with a decision made by the Office of Vocational Rehabilitation (OVR). The Client Assistance Program can help you at any time.

### Informal Resolution

Almost all dissatisfaction can be resolved informally. We recommend you first talk to your counselor and their supervisor if you have a complaint. The next step is talking to your counselor's Regional Program Manager. Appeals are available if your concern wasn't addressed to your satisfaction.

My Counselor	Counselor's Phone Number
Supervisor	Supervisor's Phone Number
Regional Manager	Regional Manager's Phone Number

### Client Assistance Program (CAP)

In addition to helping you understand the services available from OVR, CAP can provide advice on other benefits from state and federal agencies, help you find the resources you need to protect your rights, and help you resolve any problems with the Office. You can contact CAP by going to [www.kypa.net/intake-form.html](http://www.kypa.net/intake-form.html) or calling 1-800-372-2988.

### How to File a Formal Appeal

In the case that the complaint isn't resolved, you can contact the Director of Field Services or the Assistant Director of Field Services within 14 days. To resolve disputes between consumers and staff, OVR can offer mediation services through an impartial party. They're available at any stage of the rehab process. You can also ask for a hearing. In the event you're not happy with the service or denial of services and would like to appeal, please contact the Director of Field Services by email, phone, or letter:

Holly Hendricks, Director of Field Services  
Phone 502-564-4440  
Toll Free 1-800-372-7172  
Email: [HollyB.Hendricks@ky.gov](mailto:HollyB.Hendricks@ky.gov)