

## RESOLVING COMPLAINTS AND APPEALS

You have the right to file a formal complaint if you are unhappy with our services. You may also file a complaint if you are not happy with the way a SIRS' staff member treats you.

You may ask SIRS to help you resolve these situations. You may also ask a State Agency to help you resolve your complaint. We will help you identify a State Agency. (There is a list at the end of this section.)

You may also hire someone to help you with your complaint. For example, you may hire a lawyer or an advocate. An advocate is someone who can speak and act for you. You must pay for anyone that you hire. SIRS can help you find a lawyer or an advocate.

### Clearing Up Complaints

Here are the steps if you have a complaint:

1. Tell the SIRS staff person your concern or complaint. Make sure you are very clear. Tell the staff person what you do not like, and why. The SIRS staff person will try to solve the problem with you.
2. If the problem is not solved in step #1, you can ask a SIRS Team Leader to help. Our Team Leader will schedule time to discuss the problem with you. Then the Team Leader will try to settle the problem. The Team Leader will write a report and give you a copy of this report.
3. If the problem is not solved in step #2, you can ask SIRS Vice-President of Community Services to help. A summary of the complaint will be sent to the Vice-President. He/She will meet with everyone involved to try to help you reach a solution. The Vice-President will write a report and give you a copy of this report.

### *Appealing a Decision*

If your complaint is still not settled to your satisfaction, you may file an appeal.

1. If an agreement has not been reached, you may write an appeal to SIRS' CEO. You may ask for assistance in writing the appeal.
2. The CEO will meet with you and everyone involved. He/She will review your written complaint. All reports about this complaint will also be reviewed. The CEO will make a recommendation. A written report of his/her decision will be given to you.
3. If the complaint is still unsolved, you may contact an outside agency for help.

### *Finding Legal or Advocacy Agencies*

The agencies listed below will help you in your complaint and appeals process:

#### **Adult Protective Services**

**APS Hotline 1-800-992-6978**

**Unit 13 A — Dubois County**

Brian Overton  
P.O. Box 647  
Washington, IN 47501  
(812) 254- 8687

**Unit 13B — Vanderburgh, Warrick, Perry, Spencer Counties**

Gayle Angle (Vanderburgh, Warrick, Spencer, Perry County)  
Room 200 Civic Center Bldg.  
Evansville, IN 47708  
Phone: (812) 435-5190  
Fax: (812) 435-5232

[www.vanderburghprosecutor.org](http://www.vanderburghprosecutor.org)

***Ombudsman for Persons with Developmental Disabilities***

Arlene Franklin 1-800-622-4484

***Bureau of Quality Improvement Services (BQIS)***

Jennifer Hatchett 1-800-545-7763 or (317) 234-1147

***Reviewing the SIRS Complaint Policy***

SIRS often reviews our complaint process. We may change it if required.