Office of the Disability Services Ombudsman

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Nathan Deal   Corinna Magelund
Governor   Ombudsman and Olmstead Coordinator

How to File a Disability Services Complaint

This procedure complies with Georgia Code that requires the disability services ombudsman to distribute a written notice describing the procedure to follow in making a complaint.

- Service providers shall give this notice to each individual with a disability who receives disability services from such services provider and the consumer's guardian, parent of a minor consumer, or health care agent, if any, upon first providing such disability services.

- The administrator or person in charge of such services provider shall also post this notice in conspicuous public places in the facility, premises, or property in which disability services are provided.

- When appropriate, this notice shall be provided to the parent of a minor with a disability, the individual with disability's guardian, or the health care agent of the individual with disability if the health care agent is authorized to make such a decision and the individual with disability is unable to do so,

The Disability Services Ombudsman is responsible for investigating and making reports and recommendations concerning any act or failure to act by any services provider with respect to the safety, well-being, and rights of individuals with disabilities.

If you feel that you have been discriminated against, your safety and/or well-being are at risk, or your rights have been violated, contact the Disability Services Ombudsman. Please be prepared to provide the following information:

- Your full name, address, and telephone number, and the name of the individual with disability.

- The name of the individual, organization, institution, or business that the complaint is against.

- A description of the act or acts, the date or dates, and the name or names of individuals who the complaint is against.

- Other information you believe necessary to support your complaint.

Sign and send your complaint to this address:

> Office of the Disability Services Ombudsman
> 7 Martin Luther King, Jr. Drive, SW
> Suite 443
> Atlanta, Georgia 30334

> - or -

> Phone: (404) 656-4261 or Toll Free: Toll Free: 1.866.424.7577

> Fax: 404.651.4147

> Email: odso@georgia.gov

The Office of the Disability Services Ombudsman will consider and/or investigate your complaint and inform you of its action. Each complaint will be determined to be resolved or unresolved. ODSO will retain a record of all complaints. Complaints will be summarized in the required biennial report. Personal identifying information will not be included in the biennial report.

Resolution of the complaint:

a. Resolved: If you and the ODSO staff jointly agree to a resolution of your complaint, the complaint will be closed. The ODSO will retain a summary of the facts, a description how the complaint was resolved, the timeframe to resolve your complaint, and the date you agreed to the resolution of the complaint.

b. Unresolved: If you and the ODSO staff cannot agree to a resolution of your complaint, the case will be closed with comment. The comment will include the summary of the facts, a description of why the complaint could not be resolved, the timeframe to resolve your complaint, and the date you were notified that the complaint was determined as unresolved.

Questions regarding this procedure may be presented to the Office of Disability Services Ombudsman: (404) 656-4261 or Toll Free: Toll Free: 1.866.424.7577.
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