

## PRAIRIE RIDGE CDDO

Policy Number: 7

Regarding: Dispute Resolution

Effective Date: June 6, 2002

Revised Date: March 13, 2008; December 20, 2011; August 18, 2016; April 25, 2019

Review Date: July 1, 2017; July 1, 2018

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### Policy

- I. The CDDO and all affiliated Community Service Providers (CSP) will provide persons being served, guardians, support networks or CSPs the means by which grievances arising from the provision of services may be resolved to the mutual satisfaction of those involved.

### Procedure

- I. CDDO Staff informs each applicant, at the time of application, of the right to appeal and the method to access the dispute resolution process. Annually, the CDDO and Case Managers will inform each person and guardian of their right to appeal and the method to access the dispute resolution process.
- II. Parties to the dispute are encouraged to follow any grievance/dispute process of the provider.
- III. If the dispute remains unresolved, one or both of the parties must present written notice to the CDDO within thirty (30) days of the issue for dispute resolution. The CDDO will investigate the complaint and provide a written response within 20 days. If the CDDO is involved in the dispute the will be referred directly to the CDDO governing board.
- IV. Either party may request intervention into the dispute by a mediator who has no decision-making authority and is impartial to the issues being discussed. Mediation must be completed within 40 calendar days following the original notice of dispute.
  - a. The cost of a professional mediator will be shared equally by the disputing parties. Persons receiving services will not be denied mediation solely because of inability to pay applicable mediation fees.
  - b. Any party to the dispute may decline to enter mediation if the party prefers to proceed directly to the next step or believes further efforts at mediation will not resolve the dispute.
- V. Either party has the right to appeal to the following within 60 days of the initial dispute notice:
  - a. The governing board of the CDDO. The board shall have 20 calendar days from the date of receipt of written notice of appeal to conduct any appropriate proceedings

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and issue a written decision concerning the issues in dispute. If the board fails to issue a written decision by the end of this 20-day period, the appeal shall be deemed decided in favor of the appellant. Each decision of the boards shall be binding upon the parties unless either party further appeals to the Department of Aging and Disability Services; or

- b. The state of Kansas' Department of Aging and Disability Services (KDADS) ; unless the dispute involves the CDDO as a party, in which case the appeal shall first be made to the governing board as specified above. The appeal must be made within 10 calendar days of the appealing party's receipt of the decision.
- c. The decision of KDADS may be appealed to the Office of Administrative Hearings within the Kansas Department of Administration.
- d. The dispute resolution policy is shared annually with all individuals receiving services and is available on the CDDO website, [www.prairieridgecddo.org](http://www.prairieridgecddo.org).