



Dear Person Served / Guardian,

**Thank you for partnering with the Cuyahoga County Board of Developmental Disabilities (Cuyahoga DD)! At Cuyahoga DD we are committed to providing high-quality services and supports to the individuals enrolled with us. This letter is to inform that at any time you may have a complaint or concern about the services or supports we want to hear from you. Your feedback is important to us. We want to hear your concerns so that we can improve.**

**We are required by rule to have a process for complaints or appeals of adverse actions, OAC 5123:4-04. One of the requirements of that process is to provide you with a copy of the appendix to the rule which is intended to answer frequently asked questions about filing a complaint. Please keep this for your records.**

**Please see the attached 5123:4-04 appendix. If you have any questions or concerns about this document, please contact our Family Supports Program at (216) 736-2947.**

Sincerely,

*Janice Phillips*  
Contract Services Manager

*Bonnie Makrai*  
Service Excellence Administrator

