

**Mashantucket Pequot Tribal Nation
Vocational Rehabilitation Program (VR)
Informal Review Process**

I. Purpose

To assist consumers in resolving any complaints or problems arising from a real or perceived violation of consumer rights. If, for any reason you are dissatisfied with the services that are being provided by VR staff, or decision(s) made relative to his/her case, you have the right to file an informal review, mediation, or an administrative hearing.

II. Policy

During the intake process, each consumer will be advised of the policy and procedure regarding the review process. At any point in the rehabilitation process, a consumer may request a review, and/or contact the Client Assistance Program.

Client Assistance Program (CAP) is a client advocacy organization that may be contacted at any time for assistance and or support. For more information call:

Hartford Area: 860-297-4300
860-566-2102 (TDD)

or, all other areas:

800-842-7303 (Toll Free Voice and TDD)
Rhode Island: Voice 401-831-3150
1-800-733-5332 (in-state only)
TTY 401-831-5335

III. Informal Review Procedure

No specific form is necessary to file for an informal review. Verbally or in writing, the consumer must clearly state the problem(s) detailing the actions take or not taken by MPTN VR staff and outline possible solutions and/or resolutions.

1: The consumer and/or representative will meet with the VR Staff person with whom there is a problem. This meeting will be informal and be designed to provide a resolution satisfactory to all.

2: If a solution cannot be reached, the consumer and/or representative, may ask for an appointment with the Vocational Rehabilitation Director. The consumer, and/or representative, the VR Staff with whom there is a problem, and the Director will

meet to discuss the problem and will attempt to reach a solution satisfactory to all parties.

3: If a solution cannot be reached, an appointment may be scheduled for Mediation with the Chairperson of the Mediation Committee of the Advisory Council. The Chairperson will convene the committee within 5 working days of the request. A quorum of at least three members will meet with the consumer, and/or representative to discuss the problem and will attempt to reach a solution satisfactory to all parties. Additional information, if needed can be requested by the committee to be provided by the consumer within 5 working days of the request. Decisions will be reached within 5 working days of the committee meeting.

4: The VR Director will provide a written summary of the review process, which will include the nature of the problem(s) and a correction plan.

I have read and I fully understand my rights and responsibilities as a MPTN VR consumer.

Consumer Signature: _____

VR Counselor Signature: _____

Date: _____