CDDO of Southeast Kansas

Community Developmental Disability Organization
PO Box 187 1200 Merle Evans Drive Columbus, KS 66725
620-429-8985 FAX 620-429-8723

Notice from CDDO of Southeast Kansas
January 5, 2015

The KDADS/CDDO Contract requires the CDDO to track complaints received that meet the definition of complaint described in Appendix A of the Contract. Appendix A defines Complaint as follows:

"Complaint is any grievance or applicable actions received by the CDDO or KDADS regarding a decision or action by the CDDO. KDADS will notify the CDDO of complaints received in order to allow the CDDO to follow up and report the outcome. If it is received verbally the CDDO will provide reasonable accommodation to capture the complaint in writing for tracking purposes."

The Contract lists the following complaint tracking categories:

- Affiliation
- BASIS (functional assessment)
- CDDO Quality Assurance Process
- Crisis
- Eligibility Determination
- Exceptions
- Other Funding Issues
- Other

We obviously prefer that complaints be made in **writing** and include sufficient information to allow us to understand the issue and respond accordingly. Complaints made by telephone will be recorded for proper documentation, to protect both parties, and to prevent a "he said/she said" situation.

While this contract requirement focuses on complaints regarding a decision or action by the CDDO, be advised that there already exists a state required CDDO policy regarding **Dispute Resolution**, which may be found on our CDDO website at www.cddosek.org. This policy also outlines the process for disputing an action or decision by the CDDO.

Complaints may be submitted as follows:

In writing – By mail to CDDO of Southeast Kansas
PO Box 187
Columbus, KS 66725

By email to info@cddosek.org
By FAX to (620)-429-8723

By telephone – (620)-429-8985

If you have any questions, please let us know.

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