

**Access to Independence of Cortland County, Inc.
Consumer Complaint & Appeal Process:**

As a consumer of Access to Independence of Cortland County, Inc. (ATI), you have the right to register a complaint or grievance regarding the services provided by ATI. There will be no reprisal to you for registering a complaint or grievance. However, as a consumer, you are expected to first discuss the complaint with the staff member in question. If the problem is not resolved to your satisfaction then you can file a formal grievance.

In the event you need to register a complaint or grievance, it should be done within 30 days of the incident. For more information about ATI's complaint and grievance process, call (607) 753-7363. You can file a complaint or grievance by writing, calling, faxing or emailing the Chief Executive Officer, who will respond to your complaint or grievance within ten business days.

Access to Independence of Cortland County, Inc.
Chad W. Underwood, Chief Executive Officer
26 North Main Street
Cortland, New York 13045
Phone: (607) 753-7363
Fax: (607) 756-4884
Email: cwunderwood@aticortland.org

In the event you are unsatisfied with the response, or in the event the Chief Executive Officer is unable to respond within ten business days, or in the event the complaint or grievance relates to the Chief Executive Officer, you may file a complaint, grievance or appeal to the ATI Board of Director's Executive Committee, who will respond to your complaint, grievance or appeal within ten business days.

Access to Independence of Cortland County, Inc.
Mary Beth Mathey, Board Chair
26 North Main Street
Cortland, New York 13045
Phone: (607) 753-7363
Fax: (607) 756-4884
Email: admin@aticortland.org

In the event you are unsatisfied with the response of the ATI Board of Director's Executive Committee, you may file a complaint or grievance with the NYS Education Department:

Donald McManus
NYS Education Department
ACCES-VR – Service Delivery
89 Washington Avenue
5th Floor, Room 580 EBA
Albany, New York 12234
Phone: (518) 408-4850 or (800)-222-5627 (voice/TTY)
Email: donald.mcmanus@nysed.gov