

**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. You may contact ATI's Independent Living Coordinator at (607) 753-7363 for more information about the complaint or grievance process. You may also 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, 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.
Dr. Judy Bentley, 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:

ACCES-VR Centers Administration Unit
Robert Gumson, Manager of Independent Living Services
NYSED Building Annex, Room 580
89 Washington Avenue
Albany, New York 12234
Phone: (518) 474-2925 or (800)-222-5627 (voice/TTY)
Email: Robert.gumson@nysed.gov