

**Oregon Department of Human Services (DHS)
Office of Vocational Rehabilitation Services (OVRs)**

OVRs RESPONSE TO SECTION 504 CONSUMER DISCRIMINATION COMPLAINT

1) Reviewing Manager or designee conducting the review:

- Name: Title: Division/Program: Home office:

2) Consumer information:

- Consumer name:
- Address/telephone number:

3) Consumer complaint:

- Date of interview(s):
- Name(s) of interview participant(s):

4) Result of investigation:

- Date:
- Decision:
- Date on attached *OVRs Section 504 Consumer Complaint Letter of Determination (if applicable)*:
- Consumer complaint substantiated: Yes No
 - If yes, corrective action taken to ensure offense/incident does not reoccur:

5) Complaint resolution:

- Complaint resolved: Yes No If not, why not:

6) Consumer appeal rights:

- Notice of consumer appeal rights enclosed (see attached): Yes No

Signature of Reviewing Manager or designee: _____

Date _____

CONSUMER NOTICE OF APPEAL RIGHTS ATTACHED

IMPORTANT NOTICE TO CONSUMER

You have the right to appeal the Reviewing Manager or designee's decision on the attached form to the DHS Governor's Advocacy Office in Salem. You must submit a written appeal request stating facts and reasons for your disagreement with the decision within (20) calendar days of the signature date on this form to:

**Governor's Advocacy Office
ADA Coordinator, DHS
500 Summer Street NE, E-17
Salem, OR 97301
Toll-free: (800) 442-5238
TTY (503) 947-5330
Fax: (503) 378-6532**

You may have the right to file a formal written complaint at the Office for Civil Rights:

**U.S. Department of Education
Office for Civil Rights
915 2nd Avenue, Room 3310
Seattle, WA 98174-1099
Toll-free: (800) 421-3481
Tel: (206) 220-7900
Fax: (206) 220-7887
TTY: (206) 220-7907**

**U.S. Department of Health and Human Services
Office for Civil Rights
2201 Sixth Avenue - M/S: RX-11
Seattle, WA 98121-1831
Toll-free: (800) 368-1019
Tel: (206) 615-2290
FAX (206) 615-2297
TTY (206) 615-2296**

Cost-free legal assistance may be available at the Client Assistance Program (CAP) at Disability Rights Oregon. Contact:

**Disability Rights Oregon
Client Assistance Program (CAP)
620 SW Fifth Ave, Suite 500
Portland, OR 97204
Toll-free: (800) 452-1694
Toll-free TTY: (800) 556-5351
Toll-free Fax: (800) 513-2321
Video Phone (VP): (866) 863-7179**