

**The Arc of Madison Cortland  
Formal Complaint Form and Process**

It is the policy of The Arc of Madison Cortland that the opportunity to be heard and understood is vital for all people who we support, as well as their families and friends, and for employees and potential employees. We view complaints (including those regarding race, color or national origin) as opportunities to understand and improve our service delivery system and our business operations. We pledge that all complaints will be handled courteously, swiftly, objectively, and fairly, with appropriate confidentiality.

Where possible, complaints are best handled by people at the point of service delivery or within the department or program. When issues are not able to be resolved quickly and easily, and to the satisfaction of all, this formal complaint process may be initiated.

Please use the form below to initiate the complaint process. The completed form may be mailed, emailed, or hand-delivered. It will be addressed within five business days of receipt. The form is also available on the agency website.

Your Name: \_\_\_\_\_

Name of Person Receiving Arc Services if applicable): \_\_\_\_\_

Program/Dept Involved: \_\_\_\_\_ Date of Complaint: \_\_\_\_\_

Description of Complaint: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
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\_\_\_\_\_  
\_\_\_\_\_  
*(use additional pages if necessary)*

Preference of response (**circle one**):    Phone Call    Email    Written Response    In-person Meeting

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Signature	Address	Phone Number
SEND TO:	Director of Quality Management OR Executive Director The Arc of Madison Cortland (315) 363-3389 701 Lenox Avenue, Oneida, NY 13421	
	OR	
	Director of Human Resources (employment related) The Arc of Madison Cortland (315) 363-3389 701 Lenox Avenue, Oneida, NY 13421	
	OR	
	Director of OPWDD/CNY DDRO (315) 336-2300 PO Box 550 <b>Rome</b> , NY 13440	Director of OPWDD/CNY DDRO (315) 473-6978 PO Box 1035, <b>Syracuse</b> , NY 13212
	OR	
	Commissioner of OPWDD (518) 473-1999 44 Holland Ave., Albany, NY 12229	

OR

**(In cases of suspected abuse):** The NYS Justice Center's Vulnerable Person's Central Register 1-855-373-2122

**(For Department of Labor):** Administration of Wage and Hours Division; Employment Standards & Administration; US Dept. of Labor; Rm. 53502; 200 Constitution Ave, NY; Washington D.C. 20210

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