

Office of Client Advocacy (OCA) Grievance - Hissom Class Member

To:		, DDS Area	manager		
From:		, OCA advocate			
Date (mm/	dd/yy):				
Re: Gr	ievance number				
Response is due (mm/dd/yy):					
Client(s)					
Grievant(s					
DDS case	manager				
Provider					
1. Problem (add pages as needed):					
2. Informal problem resolution efforts (add pages as needed):					
3 Propose	ed resolution of client or grievant (add nades as needed):			
5. 1 10pose		aud pages as needed).			

4. OCA advocate's summary of client or grid	evant position (add p	ages as needed):	
5. Summary of advocate's position (add pag	ges as needed):		
6. Documentation related to grievance (add	nades as needed).		
6. Documentation related to grievance (add	pages as needed).		
7. Relevant statutes, policies, and other autl	horities (add pages a	as needed):	
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OCA advocate signature	Date	Phone	

Instructions

This form is used in lieu of and processed in the same manner as Form ODH-15GR001P (Grievance Form), including attaching it to the Local Grievance Coordinator (LGC) Worksheet (Form ODH-15GR002E). The first level decision maker's response can be documented on the LGC Worksheet in the box designated for that purpose or in a separate attached memo, if more space is needed.

After obtaining the first level decision maker's response, return this form and the LGC Worksheet to the OCA advocate who submitted it. The OCA advocate will ascertain the client's or grievant's response to the proposed resolution, indicate that decision on the LGC Worksheet, and return the LGC Worksheet to the applicable DDS area manager.

If the client or grievance does not accept the proposed resolution at the first level, this form is returned with the LGC Worksheet.

Technical assistance regarding the OCA grievance process can be obtained by calling 405-522-2720.

- Copy DDS Community Services programs administrator
 - DDS case manager
 - OCA Ombuds programs administrator
 - OCA advocate and supervisor
 - OCA client file