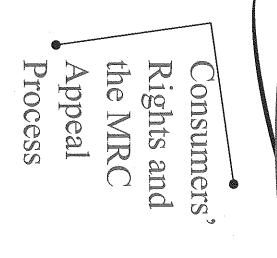
Massachusetts Rehabilitation Commission - Consumer Appeal

MAIL THIS FORM TO:	
Mark Cowell, Appeals Coordinator  Massachusetts Rehabilitation Commission	
600 Washington St.	DATE:
Boston, MA 02111	
(617) 204-3603 Voice/Tty	
From: Name:	Concerning:
Name.	MRC Office:
Address:	viice office.
1144.000	
Telephone(s):	MRC Counselor:
Consumer's E-Mail:	·
,	•
Statement:	
Please describe briefly your disagreement with the Massachusetts Rehabilitation Commission	
(MRC) and what changes or services you are requesting. (Attach a note or use the reverse side of	
this form if you require more space.)	
Appeal Choice	· · · · · · · · · · · · · · · · · · ·
I have been given a Copy of "Consumers' Rights and the MRC Appeals Process" and have	
decided I would like this appeal to be scheduled as a/an:	
Administrative Review is an informal meeting with you and MRC conducted by an	
independent commission employee. MRC will schedule it as soon as possible.	
Mediation is a voluntary, participatory, confidential process in which you and MRC	
agree to meet with a professional mediator, provided through the Office of Dispute Resolution.	
You will be notified if MRC is not willing to enter into mediation.  Fair Hearing is a formal hearing before an Impartial Hearing Officer in which you and	
MRC present evidence of your distinct positions and the Hearing Officer renders a written	
decision within 30 days of the hearing.	
Mediation & Fair Hearings are scheduled within 60 days from the Commission's receipt of your	
request.	
Advocacy Notice	
Advocates at the Client Assistance Program (CAP) of the Massachusetts Office on Disability are	
available to help you. They can be reached by call	ing: Boston (617) 727-7440, Toll free: 1-800-
322-2020 (Voice/TDD).	
Are you represented by a CAP advocate or other advocate? Yes [ ] No [ ]	
NT	Tolombon o#
Name of advocate:	Telephone#
[03/12] <b>SIGN HERF</b> •	

## What is a Fair Hearing?

mony MRC of the Commonwealth an appeal in Superior Court receipt of the decision to file sion, you have 30 days from If you disagree with the decidence. vocates of your choice, your ployee of MRC, hears the disprocess whereby an Impartial A Fair Hearing is a formal decision. The decision of the tape-recorded and the Fair Officer will listen to testiing Officer. The Fair Hearing her choice and the Fair Hear-MRC staff individuals of his/ Fair Hearing include you, ad-Hearing Officer, not an em-Fair Hearing Officer is final Hearing Officer will make the The participants at the and take in the evicounselor and other The Fair Hearing is

The Americans with Disabilities Act of 1990 (ADA) prohibits discrimination on the basis of disability in employment and public services provided by government agencies. If consumers or employees of the Massachusetts Rehabilitation Commission believe that they have been discriminated against on the basis of disability, they should contact the Commission's Civil Rights Officer. Mary Connelly, Office of Disability & Community Services, 600 Washington Street, Boston, MA 02111, (617) 348-5945.





Charles Carr, Commissioner
Massachusetts Rehabilitation Commission

This brochure has been designed for you, the consumer of the Massachusetts Rehabilitation Commission, in order to inform you of your rights to appeal a decision regarding vocational rehabilitation services.

## 

As a consumer of the MRC you have three appeal options to choose from, should you ever be dissatisfied with a decision regarding the delivery of services provided by the MRC.

#### Options:

- Administrative Review
- Mediation
- Fair Hearing
- If you need to appeal an MRC decision, you may request the necessary form from your MRC counselor.

The Client Assistance Program of the Massachusetts Office on Disability (MOD) is always available to assist you in advocacy and representation in disputes with MRC. Advocates can be reached at 617-727-7440.

# What is an Administrative Review?

side your geographical area is will make a decision based on puted issue. counselor in resolving the disadvocate, family member, and/ advocates of your choice (CAP informal meeting with you and diation or a Fair Hearing. you have the right to appeal tive Review Officer's decision, unhappy with the Administraand your counselor. If you are information presented by you ministrative resolution is reached, the Adassigned to assist you and your an MRC employee from outistrative Review Officer who is his/her supervisor. An Adminor friend), your counselor and An administrative review is an You may proceed to either me-Review Officer If no amicable

### What is Mediation?

dential process whereby all sist you both in resolving the your counselor in order to asa discussion between you and party (the mediator) facilitates dispute. may proceed to a Fair Hearing. counselor to sign it. If the mediator will ask you and your settlement agreement, the meagree with the contents of the successful in resolving the disthe table to try to resolve their parties must agree to come to settlement agreement. If you pute, the mediator will write a you and your counselor are fice of Dispute Resolution. If through the Massachusetts Oftrained professional provided dispute. The mediator is a Mediation is a voluntary confi-An impartial third unsuccessful