A grievance process is available to individuals or their families or representatives to complain about: 1) denial of assistance to a person with a disability; 2) the type and/or quality of assistance provided; or 3) the decision to close a case. However, DRP cannot overturn a denial of legal services by DRP’s Legal Director on the basis that the case presented lacks sufficient legal merit.

DRP is a non-profit corporation designated under federal law to provide protection and advocacy services for persons with disabilities. DRP has a limited staff charged with the responsibility to provide protection and advocacy services throughout Pennsylvania. Since DRP cannot provide all services to all potentially eligible persons, DRP’s Board of Directors has established priorities. Copies of these priorities are available by calling DRP at 1-800-692-7443 (press “1” when prompted) or on DRP’s website at www.disabilityrightspa.org.

DRP’s Grievance Procedure has two levels:

First, a person with a disability (“client”) or someone on their behalf must submit their complaint to DRP’s Director of Government Affairs (as described in “Level I” on the following page).
Second, if the client is dissatisfied with the Director of Government Affairs decision, they may appeal to DRP’s Board President (described in “Level II” below). The decision of the Board President or Board Committee is DRP’s final decision in the appeal process.

No person filing a complaint under this Grievance Procedure will be penalized with respect to receiving potential assistance from DRP in the future. At any point in the Grievance Procedure, DRP will, upon request, provide any necessary reasonable accommodations to persons with disabilities using the Grievance Procedure, including assistance in making an oral complaint.

**Level I:**

Submit a written or oral complaint to the Director of Government Affairs of DRP within ninety (90) days of the decision or action that gives rise to your complaint. An oral complaint may be left on the voice message system specially designated for oral grievance complaints. These messages will be accessed on a regular basis. Access to the voice messaging system is available by contacting DRP at 1-800 692-7443 (press “4” when prompted) and expressing the need to file an oral complaint.

The written or oral complaint must include your name, address, telephone number, and times you can be reached. If you are not the client, include the client’s name, address, telephone number, and an explanation of your relationship to the client. Include a brief description of your complaint, including what it is you believe should have been done differently.

Written complaints should be submitted to:

Disability Rights Pennsylvania
Attn: Director of Government Affairs 301 Chestnut Street, Suite 300
Harrisburg, PA 17101
E-mailed complaints should be addressed to DRP at: intake@disabilityrightspa.org with “Grievance” written in the subject line. This information will then be forwarded to the Director of Government Affairs for a written decision.

You may also complete DRP’s online Grievance Form which is found on DRP’s website under the “Get Help” tab and by clicking here.

The Director of Government Affairs will issue a written decision within 30 working days from receipt of the complaint.

Level II

If the client is not satisfied with the decision of the Director of Government Affairs, the client or someone on their behalf may make a written or oral appeal to DRP’s Board President. You must file your appeal within 30 days of the date the CEO issues their decision. Such an appeal should be sent to:

Disability Rights Pennsylvania Attn: Board President
301 Chestnut Street, Suite 300
Harrisburg, PA 17101

or emailed to intake@disabilityrightspa.org with “Grievance Appeal” written in the subject line. An oral appeal may be left on the voice message system by contacting DRP at 1-800692-7443 (press “4” when prompted) and expressing the need to file an oral grievance appeal.

The Board President, in their discretion, may either decide the appeal or may convene a committee of the Board to decide the appeal. A written decision will be issued within thirty (30) working days from the receipt of the appeal. The decision of the Board President or Board Committee is DRP’s final decision.
If you need more information or need help, please contact Disability Rights Pennsylvania (DRP) at 800-692-7443 (voice) or 877-375-7139 (TDD). Our email address is: intake@disabilityrightspa.org. DRP's live intake line is open Monday - Friday from 9:00 a.m. to 3:00 p.m.

The mission of Disability Rights Pennsylvania is to advance, protect, and advocate for the human, civil, and legal rights of Pennsylvanians with disabilities. Due to our limited resources, Disability Rights Pennsylvania cannot provide individual services to every person with advocacy and legal issues. Disability Rights Pennsylvania prioritizes cases that have the potential to result in widespread, systemic changes to everyone, we do seek to provide every individual with information and referral options.

**IMPORTANT:** This publication is for general informational purposes only. This publication is not intended, nor should be construed, to create an attorney-client relationship between Disability Rights Pennsylvania and any person. Nothing in this publication should be considered legal advice.

**PLEASE NOTE:** For information in alternative formats or a language other than English, contact Disability Rights Pennsylvania at 800-692-7443 (voice) or 877-375-7139 (TDD). Our email is: intake@disabilityrightspa.org.

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