

# Appealing Decisions



You have a right to discuss a problem or concern with your counselor at any time during your **Vocational Rehabilitation** program. Please call for an appointment. Most concerns or problems can be worked out between the two of you.

If you are not satisfied with a decision about your case, you have the right to due process, which means you can get decisions evaluated by department management in an **Administrative Review**, resolved through **Mediation** or reviewed at a **Fair Hearing**.

Client Assistance Program (CAP) staff can help you communicate concerns to **DVR/DVS** and assist you with administrative, mediation, legal and other solutions.

## The Appeal Process

1. If you are not satisfied with any decision by DVR/DVS which affects your case, you have 30 days to make a written request for a Fair Hearing. The request may be sent to your local DVR/DVS office or directly to the Hearings Coordinator in the State Office:

DVR/DVS Hearings Coordination  
Department of Rehabilitation Services  
3535 N.W. 58th Street, Suite 500  
Oklahoma City, OK 73112-4824  
Phone: 405-951-3400  
Toll Free: 800-845-8476

2. If you ask, the local office will help you complete your request and give you information from your case record. Services being provided under an **IPE** will not be stopped, delayed or reduced because you have requested a Fair Hearing. You have the right to be represented by another person, including a lawyer, at your own expense. You may want to ask CAP (see page 6) for help in preparing your appeal. If you do not request a Fair Hearing within 30 days, you will lose the right to appeal the decision.
3. DVR/DVS will start an Administrative Review to try to work out the disagreement, but the review cannot be used to delay or deny