



Snapshot: VR Section 504 Consumer Disability Discrimination Complaint Process

1. You feel that the Vocational Rehabilitation (VR) has treated you differently because of your disability.
2. You fill out an **VR Section 504 Consumer Complaint Form**. Ask VR staff for help if you need it. The form is available at each VR office and on-line.
3. Within (5) working days, VR staff sends your completed complaint form to the VR ADA Coordinator at the VR administrative offices in Salem.
4. Within (3) working days, the VR ADA Coordinator sends the complaint to an impartial investigator (VR Field Services Manager, VR Branch Manager, DHS Manager, or designee) who was not involved in the incident(s) at issue, has not provided services to the consumer, has no interest in the outcome of the investigation, and has not reviewed any prior complaint(s) involving the same consumer.
5. Within (7) days of getting the complaint, the impartial investigator contacts you to set up an interview and listen to your version of what happened.
6. Within (20) days of your interview, the impartial investigator:
 - Mails you a completed **VR Response to Section 504 Consumer Discrimination Complaint Form** (deciding whether VR treated you differently because of your disability) with notice of your appeal rights and optional Letter of Determination.
 - Sends copies of all relevant documentation and forms to the VR ADA Coordinator and DHS Governor's Advocacy Office (GAO) in Salem.
7. **Appeal Rights:** If you disagree with the impartial investigator's decision stated in the **VR Response to Section 504 Consumer Discrimination Complaint Form**, you may send a written appeal to the DHS Governor's Advocacy Office (GAO) within (20) days of the date on the response form. You must state why you disagree with the impartial investigator's decision and ask for a review. The GAO will review the impartial investigator's decision.

Important numbers:

- DHS Governor's Advocacy Office: Lori Nelson – (800) 442-5238/TTY: use Relay
- VR ADA Coordinator: Mark Masthoff (503) 945-6253/TTY: use Relay
- Client Assistance Program (CAP) – (800) 452-1694/VP: (866) 863-7179/ TTY: (800) 556-5351
- Office for Civil Rights, Dept. of Education – (800) 421-3481/TTY: (206) 220-7907