



Notification of Grievance Process

It is the goal of Care Design NY (CDNY) to treat all individuals served with fairness and professionalism and to strive for excellence in providing Care Management services. If you believe that your rights have been violated or a concern or complaint you have regarding services or supports are unresolved, you may file a grievance. Below outlines CDNY's process of resolving grievances.

1. You may report a grievance to any CDNY employee. It is recommended that you contact the Vice President of Compliance at (518) 235-1888.
2. CDNY Care Management department employees, and CDNY leadership may receive verbal or written communication from individuals, families, advocates or stakeholders that involve an alleged violation of rights, or may involve an individual's, or designee's, request for response or escalation of a complaint to a grievance.
3. The CDNY employee in receipt of the grievance will notify the Vice President of Compliance, or designee; providing at minimum the reporters name and primary contact information.
4. The Vice President of Compliance, or designee, will contact the complainant within 2 business days to notify them of receipt of complaint and gather any additional information.
5. In the event attempts to contact the complainant are unsuccessful (minimum of 3 attempts), a notice will be issued in writing to the complainant, if address is known, that the grievance is being closed and can be reopened at such time as the complainant contacts the Vice President of Compliance. If the address of the complainant is unknown the Vice President of Compliance will notify the Chief Executive Officer of the attempts to contact the person and that the file will be closed at this time.
6. The Vice President of Compliance, or designee, will interview involved parties, review relevant documentation and determine a conclusion and resolution within 5 business days, whenever possible.
7. At the conclusion of the formal process, the reporter will be informed in writing of both the proposed resolution and any right of appeal.
8. If the reporter is unsatisfied with the resolution, he or she may appeal to the Chief Executive Officer.
9. The Chief Executive Officer will review all materials from the grievance process and will issue a finding within 10 business days.

Upper Hudson Valley
700 South Dr.
Suite 204
Hopewell Junction, NY
12533

Lower Hudson Valley
86 Main St.
3rd Floor
Yonkers, NY
10701

North Country
107 Hammond Ln.
Plattsburgh, NY
12901

MAIN OFFICE
8 Southwoods Blvd.
Suite 110
Albany, NY
12211

Long Island
1 Michael Ave.
Farmingdale, NY
11735

Manhattan
460 W 34th St.
12th Floor
New York, NY
10001

Brooklyn
44 Court St.
9th Floor
Brooklyn, NY
11201



10. If the reporter is unsatisfied with the resolution from the Chief Executive Officer, they may appeal to the DDRO Regional Director of Office of People with Developmental Disabilities.

Director, DDRO -Region II, Central New York, Broome, & Sunmount 315-473-6978

Director, DDRO-Region III, Capital District, Taconic and Hudson Valley 518-388-0431

Director, DDRO-Region IV, Metro, Brooklyn, Staten Island & Bernard Fineson:

Queens: 718-217-5890

Brooklyn: 718-642-6000

Manhattan: 646-766-3222

Bronx: 718-430-0885

Staten Island: 718-983-5233

Director, DDRO- Region V, Long Island 631-434-6100

Commissioner of OPWDD 44 Holland Avenue

Albany, NY 12229

I-(866)-946-9733; I-(866) 933-4889

Commissioners.Correspondence.Unit@opwdd.ny.gov

Commissioner, NYS Department of Health

Corning Tower

Empire State Plaza

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