

DVR Consumer Rights/Appeals Statement

What if I disagree with a decision a DVR staff makes?

If you disagree with a decision that DVR makes or if DVR denies a service you ask for, you have the right to appeal that decision.

When do I have to request an appeal?

You must ask for an appeal within 180 days of the initial DVR decision or denial of service that you disagree with.

What are my appeal options and how do I request them?

1. You can ask for an **informal review** of the decision by a DVR supervisor.

An informal review is a conversation with a DVR supervisor/manager to discuss your disagreement with a decision a DVR staff member made. A written summary of the informal review will be sent to you within ten (10) business days of the completion of the review. If you would like to request an informal review, please contact the supervisor listed below. Please make sure you state that you are asking for an informal review and why you are requesting the review.

2. You can ask for **mediation** with a neutral third party: an Administrative Law Judge (ALJ) from the Wisconsin Division of Hearings and Appeals.

Mediation is a confidential process where the ALJ will help you try to reach a compromise or agreement with DVR. Both parties must agree to mediation. If you would like to request mediation, please contact the Impartial Hearing Coordinator listed below. Please make sure to state you are asking for mediation and the DVR decision(s) you want to mediate.

3. You can ask for an **impartial hearing** with an Impartial Hearing Officer: an Administrative Law Judge (ALJ) from the Wisconsin Division of Hearings and Appeals.

The ALJ will hear both sides of the case, yours and DVR's. The ALJ will send a written decision to all parties no later than 30 calendar days after the impartial hearing. If you would like to request an impartial hearing, please contact the Impartial Hearing Coordinator listed below. Please make sure you state that you are requesting an impartial hearing.

You will need to complete the [Request for Hearing form](#). You can also ask the Impartial Hearing Coordinator to mail you this form.

Will I still get DVR services if I appeal a decision?

If you request an informal review, mediation, or impartial hearing within 180 of the decision or denial of service, DVR will not suspend, reduce, or terminate services you are receiving at the time you request your appeal unless you ask to end your services, or your services were obtained through misrepresentation, fraud, collusion, or criminal conduct.

DVR Supervisor:

Phone:

Email:

, WI

DVR Hearing Coordinator:

Kaylyn Olson

201 E. Washington Avenue

Madison, WI 53703

Phone: (800) 442-3477

Email: dvrhearingappeals@dwd.wisconsin.gov

Consumer Rights Advocacy: If you would like help with issues you are having with DVR or if you would like to discuss your appeal rights, the appeal process, and request advocacy assistance, you can contact the **CLIENT ASSISTANCE PROGRAM (CAP)** at Disability Rights Wisconsin.

Disability Rights Wisconsin can be reached by calling toll free: 1-800-928-8778. You may also visit the Disability Rights Wisconsin website at: [How to Get Help - Disability Rights Wisconsin](#).

The Department of Workforce Development is an equal opportunity employer and service provider. If you have a disability and need assistance with this information, please dial 7-1-1 for Wisconsin Relay Service. For the Division of Vocational Rehabilitation, please call (608) 261-0050 to request information in an alternate format, including translation to another language.