

Problems With Your Provider

ADDITIONAL RESOURCES

Contact your Service Coordinator.
The Service Coordinator should be
helpful to you in resolving the
issue.

For more information on topics
discussed in this fact sheet,
contact

The Arc of Frederick County.
Phone: 301-663-0909
www.arcfc.org



QUESTIONS TO ASK WHEN YOU ARE HAVING A PROBLEM WITH A SERVICE PROVIDER OR YOU SUSPECT THEY ARE HAVING A PROBLEM WITH YOU

We all hope that once we have an agency that will provide supports and services, that everything will be smooth sailing. Unfortunately, there are times when that is not the case, and something just is not working. When you have a problem with a provider agency or you believe they have one with you, it is best to discuss it early before it becomes larger or unresolvable.

Potential questions to ask:

- When an individual has a problem with the agency, staff or services, who can they talk to?
- Who can the family talk to? What is the best way to contact this person(s)?
- How quickly can people expect the agency to act upon issues raised?
- When the provider and the family cannot agree, is there someone the family can talk with?
- What is the appeal process?
- How do you deal with allegations of abuse, neglect and rights violations?
- How will you let the individual and/or family know if you have a problem with them?