



**Department of Human Services**  
*Vocational Rehabilitation (VR)*

DRN:

Office Use Only

**REQUEST FOR MEDIATION**

I, \_\_\_\_\_ am requesting mediation services because I am dissatisfied or disagree with a decision or delay concerning vocational rehabilitation services. Participation in the mediation process is voluntary on the part of VR and not every request will result in mediation.

- I have asked or plan to ask, the Client Assistance Program (CAP) to assist me:  Yes  No
- I plan to use a representative other than CAP:  Yes  No      If Yes:

Name of Representative: \_\_\_\_\_

Address: \_\_\_\_\_ Phone#: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Write a brief statement of the issue(s) you would like resolved. (Attach additional pages, if needed.)

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How could we resolve the issue(s) to your satisfaction? (Attach additional pages, if needed.)

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Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Address: \_\_\_\_\_ Phone: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Completed forms, questions or requests for this form in alternate format should be directed to:  
Vocational Rehabilitation, Dispute Resolution Coordinator, 500 Summer St NE, E-87, Salem, OR  
97301-1120. Voice: 503-945-6253, Toll-Free: 1-877-277-0513. Fax: 503-947-5025.

If you want outside help to resolve problems, the Oregon Client Assistance Program (CAP) provides assistance to individuals who are receiving services or desire to receive services from VR. CAP may be contacted at Disability Rights Oregon, 610 SW Broadway, Suite 200, Portland, OR 97205. Voice: 503-243-2081, Toll-Free: 1-800-452-1694. TTY: 503-323-9161, Toll-Free TTY: 1-800-556-5351. Fax: 503-243-1738. E-mail: [welcome@oradvocacy.org](mailto:welcome@oradvocacy.org)



## **RESOLVING PROBLEMS**

If at any point you are not satisfied with a decision, action or lack of action concerning your vocational rehabilitation services or program at Vocational Rehabilitation (VR), you have a right to a review of that decision or action. Your counselor is available to assist you with any of the following:

**Informal Negotiation and Problem-Solving:** We encourage you to discuss your dissatisfaction over the decision or action with your counselor and/or his or her supervisor first. You can get help from the Client Assistance Program (CAP) or other advocate to do this. Other VR staff may become involved in finding a resolution of the problem(s).

### **Formal Mediation:**

- You may submit a written request for formal mediation to the Manager at the local VR Office or to the VR Dispute Resolution Coordinator, using the Request for Mediation form or its equivalent.
- Formal mediation is a voluntary process. You and your VR counselor and/or staff person(s) directly involved in the dispute must be willing to participate before VR can schedule a formal mediation.
- In a formal mediation, the role of the professional, impartial mediator is to assist the mediation parties to effectively communicate with each other. The goal is for the parties themselves to work toward mutually acceptable solutions and to create a written, signed mediation agreement.
- Before the formal mediation takes place, each participant must sign a document stating that all discussions that occur during the mediation process will be kept confidential by all participants and cannot be used as evidence in any subsequent impartial fair hearing or civil court proceeding.
- Your participation in a formal mediation does not affect your right to an impartial fair hearing.
- To preserve your right to a hearing, you must submit your written request for mediation within 60 days of the action you dispute.

### **Impartial Fair Hearing:**

- You may ask for an impartial fair hearing by submitting a written request to the VR Manager at the local VR office or to the VR Dispute Resolution Coordinator, using the Request for Impartial Fair Hearing form or its equivalent.
- You must file your written request within 60 days of the disputed action or decision, or within 60 days of the date of either a written notice that VR has declined formal mediation or a written notice that the formal mediation process has ended.
- An impartial fair hearing is conducted by a trained impartial hearing officer. You or your advocate and a representative of VR have an opportunity to present your case, using witness testimony and other evidence regarding the issue(s) in dispute.
- The impartial hearing officer will consider all the evidence and arguments. He or she will then make a decision based on the evidence and legal authority, including the Rehabilitation Act of 1973 as amended, federal regulations, Oregon State statutes and regulations governing VR, and VR policies that are consistent with federal and state legal requirements.