

## CONSUMER APPEAL PROCESS

The Long Island Center for Independent Living, Inc. (LICIL) is committed to respecting and protecting your rights to confidentiality. No information concerning you will be released without your approval and signed consent. As a consumer of services provided by LICIL, there is a Consumer Appeal Process available for you to bring problems and complaints regarding your receipt of services to the appropriate person(s). To activate this process, you need to schedule a meeting with the Executive Director to express your concerns, or submit a written statement of the problem.

The next step in the Consumer Appeal Process would be to contact LICIL'S Board of Directors. You may do so by mailing your complaint to the LICIL address with the envelope marked "Confidential - Board of Directors." Be assured your complaint will be delivered unopened to the Board of Directors.

If your problem or complaint has not been addressed to your satisfaction through the Consumer Appeal Process, you have the right to contact Adult Career and Continuing Education Services – Vocational Rehabilitation (ACCES-VR) for assistance.

Mr. Donald McManus  
NYS Education Department  
ACCES-VR/Service Delivery  
89 Washington Avenue  
5<sup>th</sup> Floor, Room 580 EBA  
Albany, NY 12234  
(518) 408-4850

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Please sign and date in the following space and return to LICIL at the address below.

LICIL  
3601 Hempstead Turnpike, Suite 208  
Levittown, NY 11756

I have read and understand my rights and appeal process.

Name \_\_\_\_\_

Date \_\_\_\_\_

### VOTER REGISTRATION INFORMATION

If you are not registered to vote where you live now, and you would like to register to vote at LICIL, you may come here and register. If you are already registered and need an absentee ballot or have questions, you can call **1-800-FOR-VOTE**.