

3. Right to appeal to Office of Adult Career and Continuing Education Services ( ACCES) for consideration of complaints.  
You may, at any time, appeal directly to the ACCES for consideration of their complaint. You may do this by contacting:

Bob Gumson, Office Person

Complaint Phone Number: 1 (518) 474-2925

Address: New York State Education Department  
ACCES-Centers Administration Unit  
1 Commerce Plaza, Room 1603  
Albany, New York 12234



*Making Independence  
a Way of Life...*

## Consumer Complaint Process



### Finger Lakes Independence Center

215 Fifth Street  
Ithaca, NY 14850

Hours: Monday-Friday, 9am-5pm  
Phone: (607) 272-2433 (V/ TTY)  
Fax: (607) 272-0902  
Email: [FLIC@clarityconnect.com](mailto:FLIC@clarityconnect.com)  
Web Page: [fliconline.org](http://fliconline.org)

## **Consumer Complaint Process**

### **General**

You are encouraged, but not required, to try to resolve issues of disagreement or concern with the staff person with whom you are working and with whom you are having a problem. If this is not possible, the following are options:

#### **I) Informal Problem Solving**

1. You are encouraged, but not required, to use the informal process first.
2. You may verbally bring a problem involving staff to the attention of the Program Director.
3. The Program Director will discuss the nature of the problem with you, then with the involved staff member. He or she will then arrange a meeting between you and the involved staff member for the purpose of encouraging an amicable resolution.
4. There will be a verbal agreement between the affected parties as to how to proceed.

The time line for this informal process will usually be 5 working days.

## **II. Formal Problem Solving**

You may bring a written description to the attention of the Program Director. Upon receiving the written description, the Program Director will notify the Executive Director.

If you choose, the written description of the problem may be presented directly to the Executive Director who will then determine how to proceed.

1. Within 2 working days the Program Director will meet with you, then with the involved staff member.
2. The Program Director will consult with the Executive Director to determine how to proceed.
3. If appropriate, the Program Director will then arrange a meeting between you and the staff member for the purpose of resolving the problem.
4. If, given the nature of the problem, a joint meeting is not appropriate or possible, the Program Director, and the Executive Director, can determine the resolution of the problem.

In any case, there will be a written resolution of the problem. Copies will be given to you and involved staff member. A copy will be placed in the Consumer Service Record. A copy will be kept by the Program Director.

The time line for formal problem solving is 5 working days from the date we receive the written description from you.