

# Grievance, Dispute Resolution & Appeal Process

(This is the CDDOs preferred method of Dispute Resolution)

## STEP 1

Go directly to the party or parties involved  
Utilize CSP grievance process if applicable  
Grievance resolved

**OR**

Go to Step 2

## STEP 2

Notify CDDO that you want to request mediation  
Grievance resolved through mediation

**OR**

Appeal your grievance to the CDDO  
Grievance resolved through CDDO Dispute Resolution

**OR**

Go to Step 3

## STEP 3

Appeal your grievance to KDADS

***Contact information:***

***Kansas Department for Aging and Disability Services  
Community Services and Programs  
503 S. Kansas Avenue  
Topeka, KS 66603-3404***

Grievance resolved

**OR**

Go to Step 4

## STEP 4

Appeal your grievance to the Office of Administrative Hearings

***Contact information:***

***Kansas Office of Administrative Hearings  
1020 S. Kansas Ave.  
Topeka, KS 66612***