



OFICINA DE PROTECCIÓN Y DEFENSA
DE LAS PERSONAS CON IMPEDIMENTOS

OPDPI

GOBIERNO DE PUERTO RICO

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Grievance Policy of Office of Protection and Advocacy for Persons with Disabilities

Aprobado por:

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Grievance policy of Office of Protection and Advocacy for Persons with Disabilities

It is the policy of the Office of Protection and Advocacy for Persons with Disabilities (OPDPI) to treat all clients, potential clients, and any other individuals who come into contact with our office with professionalism and respect. OPDPI is responsible for operating in compliance with federal and state laws governing protection and advocacy programs for individuals with disabilities. This includes a grievance policy that ensures prompt access for clients and individuals who have received assistance from OPDPI, following federal regulation 42 CFR § 51.25 – Grievance Procedure.

Additionally, OPDPI does not discriminate in its programs, activities, or services. It is the policy of OPDPI to provide services to all individuals regardless of race, color, religion, ancestry, national origin, age, gender, mental or physical condition, marital status, or sexual orientation.

OPDPI maintains a grievance process that allows clients and individuals seeking assistance to submit complaints about service delivery for review. Likewise, individuals who have received or are receiving mental health services, as well as their family members or representatives, may submit a complaint if they believe that OPDPI does not comply with federal protection and advocacy laws for individuals with disabilities.

The process of filing a complaint is simple and confidential. The complaint may go through up to three levels of review before a final resolution is reached.

YOUR RIGHT TO FILE A COMPLAINT

You have the right to file a complaint if you believe that the Protection and Advocacy System for Persons with Disabilities is not operating in compliance with federal statutes. This right applies to current or prospective clients, as well as to family members or authorized representatives.

Individuals submitting a grievance are asked to provide the following information:

1. Provide your name, address, and phone number where OPDPI can contact you. Please indicate the preferred method of communication (e.g., if you require large print or prefer to be contacted by email).
2. If the grievance is being submitted on behalf of a family member, provide that person's name, address, and phone number, as well as your relationship to them, including whether you are their legal representative (such as a parent of a minor or legal guardian).
3. What is the reason for the complaint? What did OPDPI do or fail to do? When did it happen? If the complaint relates to how OPDPI operates its programs, describe your concern.
4. What do you expect OPDPI to do now?
5. Are there any deadlines OPDPI should be aware of, especially if they are approaching?

HOW TO FILE A COMPLAINT

- A complaint must be submitted within 30 days of the action, conduct, or decision you disagree with. You should contact the program staff or the supervisor from whom you received the service. You may file a complaint by email at info@opdpi.pr.gov, OPDPI's mailing address at **OPDPI PO Box 41117, San Juan, PR 00940**, online form at WWW.opdpi.pr.gov. You may be asked to provide written information. OPDPI will respond to a complaint within 15 business days.
- If you are not satisfied with the resolution of your complaint, you may request reconsideration of your claim. This must be submitted in writing to the Executive Director within 15 days of the original decision. The Executive Director will review your complaint and any additional materials and respond in writing within 15 business days after receiving the complaint, unless more time is needed.
- If you are not satisfied with the Executive Director's resolution of your complaint, you may file a written appeal with the Board of Directors within 30 days of the Executive Director's decision. The Board meets monthly and generally reviews complaints at its next scheduled meeting. Your complaint and any additional materials will be reviewed, and a written response will be provided within 60 business days of receipt.

The Board of Directors may consider the following information during your appeal:

- The information you submitted when you filed your complaint
- Any attempt by the supervisor to resolve the complaint
- Information obtained during the investigation of the complaint
- Information you provided during the appeal to the Executive Director
- Any information you submitted when appealing to the Board of Directors

The review process does not include an opportunity for the person to address the Board directly, either by phone or in person. However, if the Board determines that additional information is needed, it may request an interview with the person or require them to submit additional written information.

All information provided during the review process will remain confidential. This applies equally to the Board, as part of the Protection and Advocacy System, and covers all materials related to the complaint.