

THINK POSSIBILITIES

Your Appeal Rights

If you disagree with a decision that DVR makes or if DVR will not provide a service you ask for, you have the right to appeal. You have up to 12 months after DVR's decision to request an appeal.

- You can ask for an **informal review** of the decision by a DVR supervisor. Contact the local DVR supervisor and ask them to review the decision.
- You can ask for **mediation** to try and reach an agreement with DVR. To request mediation, contact the Impartial Hearing Coordinator at 800-442-3477.
- You can ask for an **impartial hearing**. An Impartial Hearing Officer will hear both sides of the case (*yours and DVR's*) and make a decision. If you would like an impartial hearing, contact the Impartial Hearing Coordinator at 800-442-3477.

You can contact the Client Assistance Program (CAP), 800-362-1290, for help with any problems you are having with DVR or to assist with an appeal. CAP can help explain the DVR process, why and how decisions are made and may be of help in resolving problems.

The Wisconsin Department of Workforce Development is an equal opportunity employer and service provider. If you have a disability and need to access this information in an alternate format or need it translated to another language, please call:

800-442-3477

