

October 16, 2015

I'm writing to file a grievance against NC Mobility services. I received a power chair on February 6, 2015 and spoke to a technician named Mike regarding the setup of my power chair. About 6 weeks ago I had my power chair charger catch on fire, and the fire department was called. I made several attempts to contact both Mike (technician) and Open Air Mobility. Each time I called the technician he suggested that I call open air and notify them of problems that I had with the charger and explained that the problem was out of his hands.

I'm disappointed with the quality of service from Open Air Mobility and the lack of communication with Open Air representatives. I rely on my mobile wheelchair as my only means of transportation and I'm dissatisfied with the lack of accountability on Open Air part as well their inability to follow through with their services. I've made several attempts to contact Open Air to discuss with them plans of how to find a solution to my wheelchair charger problems however each time I've called I've spoken to people and they've made several promises that they have not been able to keep. On one occasion I called and a rep told me that a new charger would be sent in the mail, however I never received one. On another occasion, I was told that a technician would be available next week to come out to service the chair however no one showed.

I've also missed several doctor's appointments due to my chair not be serviced or replaced. I depend on my chair and it's my livelihood that is involved when needing to get to my scheduled appointments. I feel that I've been very vigilant I making sure that I call and follow up with Open air about service options however continue to be disappointed in the agency's ability to follow through with their promises.

I've invested a lot of time and energy in trying to follow up with Open Air/ NC Mobility Services with no successful solutions to this problem. If I continue to see no action regarding this case I will contact advocacy for the handicapped to look into this matter for me.

Sincerely,

A handwritten signature in black ink that reads "Carolyn Glover". The script is cursive and fluid, with the first name "Carolyn" and last name "Glover" clearly distinguishable.

Carolyn Glover