



Service concerns or complaints? The VR Ombudsman wants to help you.

The South Carolina Vocational Rehabilitation Department (VR) prepares and assists eligible South Carolinians with disabilities to achieve and maintain competitive employment.

What can I do if I have a concern or complaint?

To the extent possible, we tailor our services to your needs, so if you have a concern or complaint about your VR experience, we want to help you resolve it. We want to address your issue quickly and attempt to resolve it at the lowest possible level. Keep in mind as you review this brochure that you may contact the VR Ombudsman at any time you have a concern or a complaint.

You will not be penalized for filing a complaint or for bringing a concern to our attention. VR is governed by law, regulations, and policy. If the complaint involves a specific law, regulation, or policy, you are entitled to receive a copy of it.

The following steps will assist you with the VR process for resolving your concerns:

Step 1

Share your concerns with your counselor. Your counselor can explain your options and provide possible solutions. You may request a written statement of the counselor's decision and you should receive that statement within 5 working days.

Step 2

If you disagree with the counselor, submit a written request to discuss the issue with the area supervisor. The area supervisor will schedule an informal fact-finding meeting within 10 working days of receiving your request. The meeting will include you, any witnesses you wish to include, the area supervisor, and any other VR staff members involved.

The area supervisor will make a determination and recommendations based on your case file and information presented at the meeting and will provide you with a written report within 15 working days of the meeting.

At any time in this process, you or the VR Ombudsman may involve the Client Assistance Program (CAP).

The CAP is a federally funded program administered by Protection & Advocacy for People with Disabilities, Inc. (P&A), an independent, statewide, non-profit corporation that protects and advances the legal rights of people with disabilities.

You should have received a separate document from your counselor during your initial interview that explains how CAP can assist you. Additional copies can be provided upon request.

Step 3

If you disagree with the area supervisor, the VR Ombudsman is available to assist you. Contact information for the VR Ombudsman is located to the right.

The VR Ombudsman will hear from everyone involved in a neutral setting, clarify the issues, and work to reach a resolution. If a resolution is reached, the VR Ombudsman will follow up to make sure all agreed-upon actions are taken.

What if these informal steps don't result in a resolution of your concerns?

The VR Ombudsman can explain further procedures. Please speak with the Ombudsman about these steps. We hope this process will help resolve your concerns as quickly as possible and assist you in your journey towards competitive employment.

Contact Information

VR Ombudsman

SC Vocational Rehabilitation Department
1410 Boston Avenue
West Columbia, SC 29170

888-861-3543 (Toll free)
803-896-6534 (Columbia area)
803-896-6667 (TTY)
803-896-6698 (Fax)

ombudsman@scvrd.net

P&A Client Assistance Program

3710 Landmark Dr., Suite 208
Columbia, SC 29204

866-275-7273 (Toll free)
803-782-0639 (Columbia area)
866-232-4525 (TTY)

info@pandasc.org

For more information about the CAP at P&A, visit www.pandasc.org.

