



Resolving Problems with Vocational Rehabilitation Services: Informal Supervisory Review

If you disagree with a decision made by Vocational Rehabilitation Services (VR), you can try to resolve the disagreement using a procedure called **Informal Supervisory Review**.

How do I request it?

IDR recommends that you ask for Informal Supervisory Review in writing, usually by email. That way, you have a record of your request that includes the date. However, you can also request Informal Supervisory Review in person or by telephone.

What should my request include?

Your Informal Supervisory Review request should describe the VR decision that you disagree with, as well as your reason(s) for believing that decision is wrong.

To whom should I make the request?

You can request Informal Supervisory Review from your VR counselor or the Area Supervisor at your local VR office. If you do not know the name of your Area Supervisor, you can call the local office's main number and ask for the Area Supervisor's name, extension, and/or email address. To find your local office's telephone number, visit [VR's local office webpage](#).

How does Informal Supervisory Review work?

During Informal Supervisory Review, the Area Supervisor (or someone they choose) will review your request and the information in your VR file about the decision with which you disagree. After considering this information, the Area Supervisor can: (1) uphold; (2) reverse; or (3) change VR's original decision. Changing VR's decision may mean finding a compromise between what you and VR want, or it could mean trying a completely new idea.

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How long does Informal Supervisory Review take?

From its receipt of your request, VR has eight business days to conduct Informal Supervisory Review and determine its outcome. Remember that weekends and State holidays are not business days.

What if I tried Informal Supervisory Review, but I am still not happy with the outcome?

If you are not satisfied with the Area Supervisor's decision, you have the right to appeal. If you want to appeal, you can request: (1) mediation, (2) a hearing, or (3) both mediation and a hearing. IDR has [fact sheets](#) about VR's mediation process and VR hearings that you may find helpful as you consider your next steps.

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