

## FOND DU LAC COUNTY DEPARTMENT OF SENIOR SERVICES

### Grievance/Complaint Procedure

A complaint is an allegation of a grievance, wrong-doing, disagreement, or dispute concerning clients' rights. Any person having first-hand knowledge of the allegation may register a complaint.

Complaints/grievances may be made in writing, verbally, or in person. It is preferred to resolve disputes as quickly and easily as possible. It is hoped that this could be accomplished by contacting the appropriate person in the agency and holding an informal discussion to resolve any disputes.

#### Whom to contact

**Stage 1 – Informal Discussion:** You are encouraged, where possible, to first discuss any problems you are concerned about with the person whom you are working with. The staff person will do their best to resolve disputes and assist you with further actions if your concerns are not resolved.

**Stage 2 – Supervisory Assistance:** If the issue is unable to be resolved through discussion as outlined above, you are encouraged to discuss your concerns with the Director of the Department.

**Stage 3 – Public Safety and Social Services Committee:** If you are not satisfied with the outcome of Stage 2, you may appeal that decision to the full committee at the regularly scheduled meeting (closed hearing).

**Stage 4 –** In the event the resolution is not reached within the first three stages, you may appeal that decision to the Greater Wisconsin Agency on Aging Resources.

Fond du Lac County Department of Senior Services

Complaint Form

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Name

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Address

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Telephone Number (s)

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Describe complaint - include as many details as possible

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Resolution sought

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Circle: I (have) (have not) had an informal discussion with the person (s) involved.

I (have) (have not) submitted this complaint to another agency. If yes, list other agencies \_\_\_\_\_

Signature: \_\_\_\_\_

Date submitted: \_\_\_\_\_

Date received: \_\_\_\_\_