

**THE AGING AND DISABILITY RESOURCE CENTER OF
BARRON, RUSK AND WASHBURN COUNTIES**

Our goal is to provide you with excellent customer service. The following procedure outlines the procedure to follow if you have a complaint or concern about the Aging & Disability Resource Center:

1. Have you discussed your concern with the involved staff person(s)? If not or you are uncomfortable speaking to the involved staff person(s), you may speak with the supervisor.
2. If you do not wish to speak with the supervisor, then you are welcome to complete the Grievance Form below and mail or deliver it to the Aging & Disability Resource Center.
3. Within 5 working days from the receipt of the Grievance Form, the local coordinator will acknowledge receiving it to you by phone or in writing. If the grievance can be resolved, the local coordinator will send written notice to you within 5 working days of your resolution. If the grievance was not resolved, within 30 days the grievance will be reviewed again with further information gathered. If the review determines that the grievance does not need further action, a written response is sent to you within 5 working days of the decision. If your grievance is not resolved to your satisfaction, the issue is then referred to the regional director.
4. The regional director will review all action taken to resolve the grievance. Within 60 days from the initial receipt of the Grievance Form, a determination is made as to an appropriate resolution to the grievance. A written response will be sent to you within 5 working days of the final determination.
5. If you determine that the issue cannot be resolved at the local level, you can at any point refer the issue to the State Department of Health Services or to the Fair Hearing Examiner for resolution.

Please see form below:

