

OUTAGAMIE COUNTY DEPARTMENT OF HEALTH & HUMAN SERVICES

GRIEVANCE PROCEDURE

GRIEVANCE RESOLUTION PROCESS:

- If you feel your rights have been violated, you may file a grievance.
- You cannot be threatened or penalized in any way for filing a grievance.
- The service provider or facility must inform you of your rights and how to use the grievance process.
- You may at the end of the grievance process or any time during it choose to take the matter to court.
- Contact the “Client Rights Specialist” whose name is shown below to learn more about the specific grievance process used by this agency.

If you wish to file a grievance against the Department of Health & Human Services, ask the receptionist for the Client Complaint/Grievance Report form.

The Complaint Investigator is: Ms. Yolanda Gerrits
Learning and Development Specialist
410 S. Walnut Street
Appleton, WI 54911
(920) 832-5675