

You may learn more about the grievance or complaint process by contacting a Consumer Rights Specialist listed below. Our Consumer Rights Specialist will guide you through the process to ensure you are treated respectfully, fairly, and objectively.

**YOUR CONSUMER RIGHTS SPECIALISTS ARE:**

**Consumer Rights Coordinator:**

Pauline Spiegel  
715-726-7816  
pspiegel@co.chippewa.wi.us

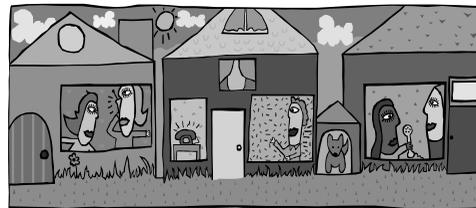
**Consumer Rights Specialists:**

Managers within the  
Department of  
Human Services  
715-726-7788

**Address:**

Chippewa County Department  
of Human Services  
711 North Bridge Street,  
Room 305  
Chippewa Falls, WI 54729

**CONSUMER RIGHTS,  
GRIEVANCE,  
AND COMPLAINTS  
RESOLUTION PROCESS  
FOR  
CHIPPEWA COUNTY  
DEPARTMENT OF  
HUMAN SERVICES**



For all consumers receiving services from Chippewa County Department of Human Services.



**Human Services**

*Empowering people to help themselves.*



**GRIEVANCE AND COMPLAINT RESOLUTION STEPS**

As a consumer of services, first attempt to address concerns through the informal process.

**Informal Process (Optional)**

**Steps:**

1. The consumer may attempt to work through and resolve challenges or issues with their assigned Human Services Professional (HSP). The HSP shall document the issue and its resolution in the case file.
2. When a resolution cannot be achieved, the HSP may refer the consumer to their Program Manager (PM).
3. The PM may attempt to informally resolve the issue with the consumer and the assigned HSP. When the issue is resolved, documentation of the issue and its resolution shall be placed in the case file.

State level review does not apply when a consumer requests a new HSP or Chippewa County Dept. of Human Services (CCDHS) denies a specific service that a consumer wants because CCDHS determines the need can be met in a different manner.

Formal grievances regarding the reduction or termination of benefits for Food Share, Child Care, BadgerCare, and other Medical Assistance related programs are completed through the State of Wisconsin Division of Hearing and Appeals. Please contact your Economic Support Specialist to obtain a Request for Fair Hearing form.

**Formal Process**

**Steps:**

1. When an informal resolution cannot be achieved, the Program Manager or Office Associate shall offer the consumer a Chippewa County Department of Human Services Resolution Request (CCDHSRR) form that shall be submitted to the Consumer Rights Coordinator (CRC) within 45 days of incident, or when a consumer chooses a state level

review. Within five business days (excluding weekends and holiday's) from receipt of the CCDHSRR form, the CRC shall contact the consumer acknowledging the receipt of the form and next steps.

2. When a CCDHSRR form is completed by a consumer, the CRC shall appoint a PM - Consumer Rights Specialist (PM-CRS) from another division to review the CCDHSRR and analyze the consumer's concern. The CRC shall provide a copy of the resolution form to the director of Human Services. The CRC shall obtain any case records from the PM-CRS from another division in order to assist in making a decision. The PM-CRS from another division shall complete the report within 30/5 days (non-emergency and emergency).
3. If either consumer or PM does not agree with the decision by another PM-CRS, then PM issues own decision within 10/5 days (non-emergency/emergency) and submits to the Director. Consumer may appeal to the Director within 14 days
4. The Director shall evaluate, review, analyze and issue a decision to the consumer and/or PM within 30/10 days (non-emergency or emergency) of receiving the written request.
5. The Director's response is considered to be final unless a state level review of the decision can be requested under DHS 94.43. Under DHS 94.43 any consumer shall have 14 days from the date the consumer receives a county director's decision to request a state level review.
6. At any time in the grievance process, the consumer may choose to contact the appropriate state level agency responsible to hear rights, grievances, or complaints for some services, the consumer has the right under sec. 51.61 (7) Stats to take the matter to court. You may contact either the CRSC or CRS for information on how to contact the state level agency that oversees the program the consumer participates in.

# CONSUMER RIGHTS

When you receive any type of service for mental illness, alcoholism, drug abuse, or a development disability, you have the following rights under Wis. Stat. sec. 51.61 (1) and DHS 94, Wisconsin Administrative Code. *These rights also apply to all other services provided by Chippewa County Department of Human Services.*

## PERSONAL RIGHTS

- You must be treated with dignity and respect, free from any verbal, physical, emotional, or sexual abuse.
- You have the right to have staff make fair and reasonable decisions about your treatment and care.
- You may not be treated unfairly because of your race, national origin, sex, age, religion, disability, or sexual preference.
- You may not be made to work except for personal housekeeping chores. If you agree to do other work, you must be paid.
- You may make your own decisions about things like getting married, voting, and writing a will, if you are over age the age of 18, and have not been found legally incompetent.
- You may use your own money as you chose.
- You may not be filmed, taped, or photographed unless you agree to it.

## TREATMENT AND RELATED RIGHTS

- You must be provided prompt and adequate treatment, rehabilitation, and educational services appropriate for you.
- You must be allowed to participate in the planning of your treatment and care.
- You must be informed of your treatment and care, including alternatives to and possible side effects of treatment, including medications.
- No treatment or medication may be given to you without your written, informed consent, unless it is needed in an emergency to prevent serious physical harm to you or others, or a court orders it. (If you have a guardian, however, your guardian may consent to treatment and medications on your behalf.)
- You may not be given unnecessary or excessive medication.
- You may not be subject to electroconvulsive therapy or any drastic measures such as psychosurgery or experimental research without your written informed consent.
- You must be informed in writing of any costs of your case and treatment for which you or your relatives may have to pay.
- You must be treated in the least restrictive manner and setting necessary to achieve the purposes of admission to the program, within the limits of available funding.

## RECORD POLICY AND ACCESS

Under Wisconsin Statute sec. 51.30 and DHS 92, Wisconsin Administrative Code:

- Your treatment information must be kept private (confidential), unless the law permits disclosure.
- Your records may not be released without your consent, unless the law specifically allows for it.
- You may ask to see your records. You must be shown any records about your physical health or medications. Staff may limit how much you may see of the rest of your treatment records while you are receiving services. You must be informed of the reasons for any such limits. You may challenge those reasons through the grievance process.
- After discharge, you may see your entire treatment record if you ask to do so.
- If you believe something in your records is wrong, you may challenge its accuracy. If staff will not change the part of your record you have challenged, you may file a grievance and/or put your own version in your records.
- A copy of sec. 51.30, Wis. Stats., and/or DHS 92, Wisconsin Administrative Code, is available upon request.

## GRIEVANCE PROCEDURE AND RIGHT OF ACCESS TO COURTS

- Before treatment is begun, the service provider must inform you of your rights and how to use the grievance process. A copy of the program's grievance procedure is available upon request.
- If you feel your rights have been violated, you may file a grievance.
- You may not be threatened or penalized in any way for presenting your concerns informally by talking with staff or formally by filing a grievance.
- You may, instead of filing a grievance or at the end of the grievance process, or any time during it, choose to take the matter to court to sue for damages or other court relief if you believe your rights have been violated.

NOTE: There are additional rights within sec. 51.61(1) and DHS 94, Wisconsin Administrative Code. They are not mentioned here because they are more applicable to inpatient and residential treatment facilities. A copy of sec. 51.61, Wis. Stats. and/or DHS 94, Wisconsin Administrative Code is available upon request.

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Some additions apply in order to ensure consistency to all services provided by Chippewa County Department of Human Services (see italics).