



## Complaint Resolution Process

It is the goal of Easterseals Southeast Wisconsin (ESSW) to ensure that all complaints are addressed and resolved in a timely manner. This complaint resolution process is designed to provide you with easy access to the correct contacts.

A participant, guardian, ward, family member, caregiver or other interested party may report a complaint about services provided by ESSW within 45 days of the occurrence. The complaint may be expressed verbally, in writing, or by any alternative method through which the individual ordinarily communicates. You will not be discriminated against or threatened in any way for reporting a complaint.

Whenever possible you should first attempt to resolve a complaint with the program staff involved.

### **INFORMAL PROCESS**

Please note that you may file a formal complaint at any time during the informal complaint process.

#### Action 1:

Contact the Client Rights Specialist.

The Client Rights Specialist will:

- put the complaint in writing (if not originally submitted in writing)
- work with the involved parties to resolve the complaint
- (if complaint is resolved) prepare a report summarizing the resolution and provide copies to the client and grievant (if different)

#### Action 2:

If the complaint has not been resolved to your satisfaction, contact the CEO. The CEO will work with the involved parties to resolve the complaint.

### **FORMAL PROCESS**

Please note that you may change to the informal complaint process at any time during the formal process.

#### Action 1:

Contact the Rights Specialist.

The Client Rights Specialist will:

- put the complaint in writing (if not originally submitted in writing)
- provide a copy of the written complaint to client and grievant (if different)
- obtain information regarding the complaint from the client, grievant (if different), involved staff member(s), and any other appropriate parties
- prepare a report within 30 days of the date of the formal grievance indicating the findings and recommendations about the complaint and provide copies to the client, grievant (if different), and relevant staff

### Action 2:

If you dispute the report, contact the CEO.

The CEO will:

- review the Client Rights Specialist's report
- prepare and provide the client and grievant (if different) a written decision within 10 days (this correspondence will include instructions for requesting an administrative review)

### Action 3:

If you dispute the decision, you may request administrative review following instructions included with the CEO's written decision.

### **Contact Information**

Jenna Wampole, Client Rights Specialist  
414-963-5941 [jennaw@eastersealswise.com](mailto:jennaw@eastersealswise.com)

Peter Engel, CEO  
414-963-5901 [petere@eastersealswise.com](mailto:petere@eastersealswise.com)