



OUTAGAMIE COUNTY NUTRITION PROGRAM GRIEVANCE PROCEDURE

If you have a complaint concerning the Outagamie County Nutrition Program, you are encouraged to first discuss the problem with those individuals involved. If you wish to include a personal advocate, you are welcome to do so. If it is necessary to pursue your complaint further, please use the following procedure:

- 1) Contact or initiate a written formal complaint to:

**Bonne Elias Planner, Aging & Disability Resource Center (ADRC) Supervisor
Outagamie County Department of Health & Human Services
Aging and Long Term Support Division
401 South Elm Street, Appleton, WI 54911
920-832-5178; Fax 920-832-2113 or Email adrc@outagamie.org**

A Complaint Report Form is available for this purpose. Your complaint must be received by the ADRC Supervisor within (30) thirty days following the incident. A written review of your complaint will be sent to you within (14) fourteen days of its receipt.

- 2) If your complaint still is not resolved, ask the ADRC Supervisor to forward your complaint to the Outagamie County Department of Health & Human Services Aging and Long Term Support Division Manager and/or Health & Human Services Deputy Director:

**Amie Bastian, Aging and Long Term Support Division Manager
Outagamie County Department of Health & Human Services
Aging and Long Term Support Division
401 South Elm Street, Appleton, WI 54911
920-832-5469; Fax 920-832-2113 or Email adrc@outagamie.org**

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**John Rathman, Deputy Director
Outagamie County Department of Health & Human Services - Administration
410 South Walnut Street, Appleton, WI 54911
920-832-4741**

Or, you may forward it yourself. If you wish to add information, you can. A written review of your complaint will be sent to you within (14) fourteen days of its receipt. This is the last step of grievance at the Outagamie County Department of Health & Human Services level.

NOTES

- Confidentiality of all participant information relative to grievances shall be maintained.
- You may pursue your grievance with the Greater Wisconsin Agency on Aging Resources, Inc. (GWAAR) 1414 MacArthur Road, Suite A, Madison, WI 53714; 608-243-5670 or Fax 866-813-0974.
- You may pursue your grievance with the Wisconsin Department of Health Services, Division of Public Health, Bureau of Aging and Disability Resources, 1 West Wilson Street, Room 250, Madison, WI 53707 608-266-3746 or Fax 608-267-3203
- You may pursue your grievance through the Circuit Court system at any time during the procedure. Once you have begun court action, the Outagamie County Department of Health & Human Services grievance proceedings will be terminated.