

## A NOTE FROM THE DIRECTOR

Dane County strives to serve our customers in an effective, courteous and appropriate manner. When people feel mistreated, we want people to have their issues and concerns addressed.

We have both informal and formal complaint processes. We recommend using the path that best suits your needs and situation.

We welcome the opportunity to explore complaints and make necessary corrections as warranted. Things we learn during our complaint process and investigations help us improve our system's services.

*- John Schlueter  
Director*



Dane County  
**Department of  
Human Services**

**John Schlueter**  
*Director*

**Melissa Agard**  
*Dane County Executive*

1202 Northport Drive  
Madison, WI 53704-2092

PHONE: 608-242-6200

FAX: 608-242-6293

## DO YOU HAVE A COMPLAINT?

### **You may make an informal or formal complaint**

*Formal complaints must be filed  
within 90 days of the incident*

Complaints may relate to treatment by county staff, eligibility or program decisions, discrimination, the Americans with Disabilities Act (ADA), or failure to provide needed interpreters or other concerns.

### **Informal Complaints**

For informal complaints, we suggest you contact the worker's supervisor. If that does not lead to a satisfactory resolution of the problem, you can file a formal complaint.

You may request a complaint form at the front desk of any Human Services office.

### **Formal Complaints**

*A formal complaint will be addressed  
by the Division Administrator.*

- Formal Complaints must be submitted in writing.
- The complaint form is available upon request from Human Services staff.
- There will be a response to a formal complaint within 30 days.
- If this does not resolve the concerns involved, you may appeal to the Director of Human Services who will examine the response to the complaint and make recommendations.
- The Director may assign the complaint to an individual within the Department for further investigation.
- A decision on a complainant's appeal to the Director will be made within 30 days.
- Complaints must be filed no later than 90 days after the incident.

**If you are not satisfied with the outcome** of the complaint, the Department will provide information regarding possible further appeal options.

**If a person wants to bypass  
the Human Services  
complaint process for  
discrimination complaints, contact:**  
Dane County Office  
for Equity & Inclusion at  
608-283-1391

*within 180 days of the incident.*

*If a person wishes to bypass the Dane County complaint process, he/she may file a formal discrimination complaint within 300 days to:*

**WI Dept of Workforce Development Division of Equal Rights**

PO Box 8928  
Madison WI 53708-8928

608-266-6860  
TTY 608-264-8752

<https://dwd.wisconsin.gov/er/>

*within 180 days to:*

**U.S. Dept of Health and Human Services Office for Civil Rights**

233 N Michigan Ave Ste 240  
Chicago IL 60601

800-368-1019  
TTY 800-537-7697

<https://www.hhs.gov/civil-rights/index.html>

*within 180 days to:*

**US Department of Justice Civil Rights Division**

950 Pennsylvania Ave  
NW Washington DC 20530

202-514-4609  
TTY 202-514-0716

<https://www.justice.gov/crt>

The complaint form and this brochure are also available in Spanish and Hmong.

We will provide an interpreter if necessary.

El formulario de reclamo y este folleto están disponibles también en Español y en Hmong. Nosotros proveeremos un intérprete si es necesario.

Daim ntawv tsis tsaus siab thiab cov phau ntaub ntawv kuj muaj tau rau koj saib rau Spanish thiab Hmoob. Peb yuav muaj tus pab txhais lus rau koj yog koj xav tau.

# Customer Complaint Process



## Dane County Department of Human Services

1202 Northport Drive  
Madison WI 53704  
608-242-6200

[www.danecountyhumanservices.org](http://www.danecountyhumanservices.org)