

DO YOU HAVE A COMPLAINT?

A NOTE FROM THE DIRECTOR



**Dane County
Department of Human Services**

Shawn Tessmann, Director
1202 Northport Drive, Madison, WI 53704-2092
PHONE: (608) 242-6200 FAX: (608) 242-6293

**JOE PARISI
DANE COUNTY EXECUTIVE**

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.

Shawn Tessmann, Director

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 the 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.

June 2021

Customer Complaint Process



*1202 Northport Drive
Madison WI 53704
608-242-6200*

www.danecountyhumanservices.org