

## ***A NOTE FROM THE DIRECTOR***



### **Juneau County Department of Human Services**

Director – Scott Ethun  
220 LaCrosse St, Rm23 Mauston, WI 53948  
PHONE: (608) 847-2400 FAX: (608) 847-9421

Juneau 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.

Scott Ethun, Director

## ***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 contact our Ombudsman at 608-242-6477. The Ombudsman acts as a customer advocate and complaint investigator.

You may request a complaint form at the front desk of any Human Services office. If you wish, the Ombudsman will discuss the issues of your complaint and explore possible solutions with you and appropriate supervisory staff. If the complaint relates to programs that have specific appeal procedures such as W-2, Food Stamps or Medicaid, the Ombudsman will provide that information.

### **Formal Complaints**

The Ombudsman can also assist you in filing a formal complaint that 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 Ombudsman will provide information regarding further appeal options.

If a person wants to bypass the Human Services complaint process for discrimination complaints, contact the Dane County Office of Equal Opportunity at 266-5623 within 180 days of the incident.

If a person wishes to bypass the Juneau 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  
[www.dwd.state.wi.us/er](http://www.dwd.state.wi.us/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  
(312) 886-2359  
TTY (312) 353-5693  
[www.hhs.gov/ocr/general.info.html](http://www.hhs.gov/ocr/general.info.html)

within 180 days to:

US Department of Justice  
Civil Rights Division  
950 Pennsylvania Ave, NW  
Washington DC 20530  
(202) 514-2151  
TTY (800) 800-3302  
[www.justice.gov/crt/crt-home.html](http://www.justice.gov/crt/crt-home.html)

The complaint form and this brochure are also available in Spanish and Hmong. We will provide an interpreter if necessary.

Este folleto y esta forma son disponible en español. Nosotros proveeremos un intérprete si 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



**220 LaCrosse St, Rm 23  
Mauston WI 53948  
608-847-2400**

July 2013