

Name of Contracted Independent Provider: _____

WETZEL-RASMUSSEN COUNSELING SERVICES

W10610 Clinic Street

PO Box 278

Elcho WI 54428-0278

(715)275-3934

FAX (715) 275-4533

GRIEVANCE PROCEDURE

(Wisconsin Administrative Code HFS 94.41)

Complaint or Grievance Defined: a difficulty, disagreement, or dispute concerning one of the consumer's rights as described in the brochure entitled, Your Rights and the Grievance Procedure (The Department of Health and Family Services PSL-3112). Any consumer, or other person acting on the behalf of the consumer, may use the grievance procedure. This procedure is a supplement to, but does not limit, the right of the consumer to pursue other actions available to the consumer, including the court process.

Client Rights Specialist: The Client Rights Specialist for Wetzel-Rasmussen Counseling Services and its Contracted Independent Providers is Debra Pagel. Mrs. Pagel will look into any grievances regarding services and may be contacted at the following address and phone number:

Debra A. Pagel
N9224 Evergreen Drive
Gleason, WI 54435
715-437-0827

Grievance Forms: The Grievance Report is attached and may be used if you wish to file a grievance. The use of this form is not necessary to begin the grievance procedure. You may also contact the Client Rights Specialist to file a complaint. The attached Grievance Report is useful because it includes the information necessary for the Client Rights Specialist to investigate your grievance. You may also place your written grievance in a sealed envelope and give it to any staff member, who will deliver the grievance, unread, to the Client Rights Specialist.

Time Limit: You must file a grievance within 45 days of the incident. Your grievance may not be processed if it is filed after this 45-day period. Exceptions to the observed time limit may be considered if the consumer is able to show good cause for its delay.

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STAGE I - Program Level Review

Upon receipt of a grievance, the Client Rights Specialist will be assigned to address the grievance in three business days for non-emergencies, and one day in the case of an emergency situation. If there is a conflict of interest, the Client Rights Specialist will be replaced by another staff member. The Client Specialist will attempt to informally resolve the problem for which the grievance is based. This may involve a discussion between the consumer (initiator of the grievance) and any staff members involved. The consumer is not required to participate in a discussion; however, participation may assist the Client Rights Specialist in resolving the difficulty.

Counseling Service President's or Consultant's Decision

If the consumer's complaint cannot be informally resolved, then the Client Rights Specialist will write a report of the receipt of your complaint within 30 days for non-emergencies, and within five days in the case of an emergency situation. The report will be submitted to the director of the counseling service, unless the grievance is against the director, at which time the report will be given to the consultant of the counseling service. The report will indicate the nature of the grievance, the facts, the Client Rights Specialist's conclusions, and recommendations, including an opinion of whether or not the Client Rights Specialist finds that the consumer's rights have been violated.

The counseling service director or consultant will then issue a decision within 10 days for non-emergencies, and within five days in the case of an emergency situation. The decision is based on the report submitted by the Client Rights Specialist, and will determine whether or not the consumer's rights were violated, as well as, make recommendations to resolve the problem.

STAGE II – First State Level Review

If the consumer is not satisfied with the Stage I decision, the consumer may appeal that decision to Stage II – The First State Level Review. The counseling service president or consultant will assist the consumer in making that appeal after a request for the appeal process has been made. The counseling service director or consultant shall forward the request and supporting materials, including a copy of the original grievance, the report of the Client Rights Specialist, and the written decision at Stage I, to the State Grievance Examiner.

The State Grievance Examiner will review the prior reports and decisions, and will conduct any additional necessary investigation. The State Grievance Examiner will issue a decision within 30 days for non-emergencies, or within 10 days in the case of an emergency situation. Any party may appeal to the appropriate Final State Level Review within 14 days.

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STAGE III – Final State Level Review

If the consumer is not satisfied with the State II decision, the consumer may appeal that decision, within 14 days, to Stage III – Final State Level Review. The Administrator of the Division of Supportive Living will conduct a review of the First State Level Review, including all earlier documentation. Parties may submit additional information and materials. The Division Administrator may request additional information. The

Division Administrator will issue a decision within 30 days. It is possible to extend the decision of the

Division Administrator and additional 30 days for non-emergency situations. This is the final administrative appeal. However, the consumer has the right to pursue additional action of this matter.

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GRIEVANCE REPORT

Date _____

Name of Person Making the Grievance : _____

Last

First

M.I

Name of Staff Member or Contracted Independent Provider: _____

Last

First

M.I.

Grievance or Complaint (for more space, use the back of this sheet or attach additional sheets):

Date(s) for which the Grievance is Involved: _____

Prior Attempts of Resolving the Grievance (if any):

Consumer Rights you suspect to have been violated:

Desired Outcome:

Please, Return Form to:

Debra A. Pagel

N9224 Evergreen Drive

Gleason, WI 54435

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