

Integrated Counseling Center LLC

Grievance Procedure

If you believe that your rights have been violated you may file a grievance without concern about being threatened or penalized in any way for presenting your concerns informally by talking with staff, or by formally filing a grievance. You may instead of filing a grievance, or at the end of the grievance process, or at any time during it, choose to take the matter to court to sue for damages or other court relief if you believe your rights were violated.

You are first encouraged to talk with the staff about any concern you have, which is an optional informal discussion. If you are not satisfied with the results you may request a meeting with the service director. If you are not satisfied with the director's decision, you may put your complaint in writing to the Client Rights Specialist (CRS). The CRS will investigate your grievance and attempt to resolve it. Your client rights specialist is:

Terry Short
N6687 Wrightway Drive Suite D
Fond du Lac, WI 54937

If you are still unsatisfied with the resolution, or at any point during the grievance process, you may contact the State Grievance Examiner. The address is:

The State Grievance Examiner, DSL
PO Box 7851
Madison, WI 53707-7851

You may request a final state review by the Administrator of Division of Supportive Living (DSL). The address is:

DSL Administrator
PO Box 7851
Madison, WI 53707-7851

I agree that I have had my rights and the grievance process explained. By signing this document I agree that I understood what has been explained and have received a copy of the same.

Client Signature

Date

Clinician Signature

Date