

## Overall Grievance Procedure:

The Department Client Rights Grievance Coordinator will make sure any complaint that is received is sent through the correct process.

There is no limit to the number of grievances you may submit, and no person may be punished for using the grievance procedure.

The first grievance made will be investigated before any additional complaints you make, except in emergencies.

Complaints by several persons about the same issue may be investigated together.

Grievance proceedings may end at any time if all parties concerned agree.

Forms for filing complaints are available to you. You can also file a grievance verbally.

## Standard County Procedure (if no other process is required)

### Stage 1 — Informal Resolution

Staff will first attempt to informally resolve whatever problem is the basis for the complaint. Your participation is optional, but it may help to resolve your difficulty.

### Stage 2— Supervisor Decision

Supervisor investigation of the complaint and completion of a report of findings within 30 days of complaint.

### Stage 2—Division Manager Decision

You may appeal the Supervisor's decision to the Division Manager within 14 days of this decision. The Division Manager will issue a decision within 30 days of the appeal.

### Stage 3—Decision of Director

You may appeal the Division Manager's decision to the Department Director within 14 days of this decision. The Department Director will issue a decision within 30 days of the appeal.

## DHS 94 Grievance Procedure (certain treatment services)

### Stage 1—Informal Resolution

The Client Rights Specialist (CRS) will first attempt to informally resolve whatever problem is the basis for your complaint. Your participation is optional, but may help resolve your issue.

### Stage 2 — Decision of County's CRS

If the complaint is not resolved, the CRS will conduct an investigation and issue a report to the appropriate manager and other parties involved, including yourself.

### Stage 3 — Decision of Director

You may appeal the CRS' decision to the Human Services Director within 14 days of this decision. The Director will issue a decision within 30 days of your appeal.

### Stage 4 — State Level Review

You may appeal the agency decision to a State Grievance Examiner within 14 days of the receipt of the agency decision. The examiner's decision may be appealed to the appropriate Division Administrator within 14 days of the receipt of the examiner's decision.

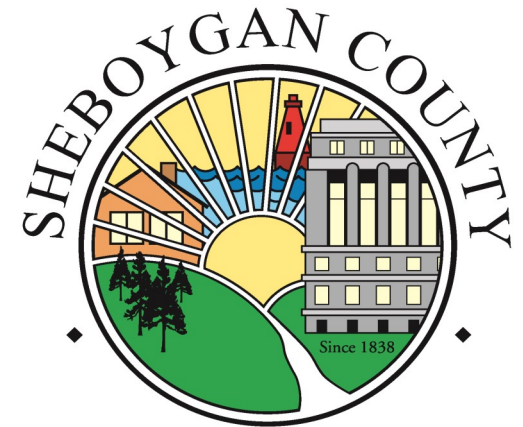
## Other Grievance Processes

Additional processes apply to Economic Support, Child Welfare, Aging, ADRC, etc. **Please ask a staff member or the Client Rights Grievance Coordinator** if you would like to know more about which process applies to your situation.

## SHEBOYGAN CLIENT RIGHTS GRIEVANCE COORDINATOR:

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# Client Rights and the Grievance Procedure



Sheboygan County Health &  
Human Services Department

# Your Rights and the Grievance Procedure

## Purpose:

Sheboygan County Health and Human Services Department provides many services to a large number of people through a variety of programs. This process has been created to address if a consumer has a problem or complaint about a service.

## Many Grievance Processes

Certain programs have specific rights and grievance procedures associated with them. For issues or programs without specific rights and grievance procedures, Sheboygan County has a "Standard County Procedure." Use of the "standard" procedure may be used in addition to, and does not limit the right to seek other options available to the consumer, including the court or fair hearing process.

## Communications & Privacy Rights:

- ◇ You may contact public officials, your lawyer or advocate.
- ◇ You may not be filmed or taped unless you agree to it.

Some rights may be limited or denied for treatment, safety or legal reasons. Your wishes and the wishes of your guardian, if you have one, should be considered. If any of your rights are limited or denied you must be informed of the reasons for doing so. You may ask to talk with staff. You may also file a grievance about any limits of your rights.

## Personal Rights:

- ◇ You must be treated with dignity and respect free of any verbal, physical, or sexual abuse.
- ◇ You have the right to have staff make fair and reasonable decisions about your treatment and care.
- ◇ You cannot be treated differently because of your race, national origin, sex, age, religion, disability, sexual orientation, tattoos or piercings.

## Treatment and Related Rights:

- ◇ You must be provided prompt and adequate treatment, recovery/rehabilitation and educational services appropriate for you within the limits of available resources.
- ◇ You must be allowed to participate in the planning of your treatment and care.
- ◇ You must be informed of your treatment and care, including alternatives and possible side effects of medication.
- ◇ No treatment or medications may be given to you without your consent **unless** it is needed **in an emergency** to prevent serious harm to you or others **or a court orders it.** (If you have a guardian, however, your guardian can consent to treatment and medications on your behalf.)
- ◇ You must not be given unnecessary or excessive medications.
- ◇ You cannot be subject to drastic treatment measures such as electroconvulsive therapy, psychosurgery, or experimental research without your written informed consent.
- ◇ You must be informed of any costs of your care and treatment you or your relatives may have to pay.

## Record Privacy & Access Laws:

Under Wisconsin Statute sec. 51.30 and HSS 92, Wisconsin Administrative Code.

- ◇ Your treatment information must be kept private (confidential).
- ◇ Your records cannot be released without your consent, unless the law specifically allows for it.
- ◇ You can ask to see your records. You must be shown records about your physical health or medications. Staff may limit how much of the rest of your records you can see while you are receiving services. You must be informed of the reason for such limits. You can challenge those reasons in the grievance process. After discharge, you can see your entire record if you ask to do so.
- ◇ If you believe something in your records is wrong you can challenge its accuracy. If staff will not change the part of your record you have challenged, you can put your own version in your record.

## Right of Access to Courts:

- ◇ You may sue for damages or other court relief if you believe any of your rights have been violated.
- ◇ Involuntary patients can ask a court to review the order to place them in a facility.

## Filing a Grievance:

You or any other person (including employees of provider agencies) acting on your behalf may use the grievance procedure..

You are encouraged to first discuss any problems you have with the people involved. If you still have a problem, you may obtain a complaint form and submit it to the Clients Rights Grievance Coordinator (CRGC) within 45 days of the incident.