



Summary of Client Grievance Procedure

You may file a grievance if...

- You have a complaint about the manner or quality of assistance provided by a program of Catholic Charities (CCDL);
- You were denied services by a Catholic Charities program;
- You allege that a Catholic Charities program violated state or federal laws or regulations or the Catholic Charities Service Recipient Rights

Discrimination and Civil Rights Complaints

Complaints regarding denial or separate treatment in CCDL programs due to membership in a federally or state protected class are governed by the Civil Rights Compliance requirements of state and federal law. The resolution steps for a civil rights complaint are posted in each location and include recourse to state and federal Equal Rights offices.

Service Delivery Complaints

Service delivery complaints not involving civil rights will be processed according to Catholic Charities' grievance policies. For a complete description of the procedures, please request the information from your caseworker, CCDL representative, or the agency Client Rights Specialist. An outline of this process is listed below:

Informal Process

Please discuss your grievance with your caseworker or the program supervisor.

Formal Process

Obtain and complete a CCDL Client Grievance Form. Submit the completed form in an envelope marked **CONFIDENTIAL** to:

Client Rights Specialist
Catholic Charities
PO Box 266
La Crosse, WI 54602

Grievances should be submitted within 45 days of the event. The Client Rights Specialist will provide you with a written response within 30 days of receipt of the grievance form. If you are not satisfied by this response, you may request a 30 day review by the Executive Director.

Appeals

Appeals of the Executive Director's review may be submitted to the CCDL Client Grievance Committee:

CCDL Client Grievance Committee
Attn: Chancellor
3710 East Avenue South
La Crosse, WI 54601

Upon receipt of the appeal, a hearing will be scheduled and you will have the opportunity to appear with a representative. A written decision will be issued and reviewed by the Board of Directors.

If you have special needs, please inform your caseworker, CCDL representative, or the agency Client Rights Specialist.

Service recipients in some programs may have additional rights and may seek redress with government or regulatory agencies applicable to the program for which they have a complaint. Please refer to the client grievance procedures or consult the Client Rights Specialist for further information.

CLIENTS OR THEIR REPRESENTATIVES WILL NOT BE SUBJECT TO ANY FORM OF RETRIBUTION FOR FILING A COMPLAINT.