



**Aging and Disability Resource Center  
ADRC of Door County**

**NOTICE OF COMPLAINT & APPEAL PROCESS**

This notice is intended to inform Aging and Disability Resource Center (ADRC) customers about the complaint and appeal process. Any ADRC customer, or person acting on a customer's behalf, may utilize the processes laid out in this document. Using this process, however, does not limit a customer from pursuing other remedies, including legal action.

**Informal Complaint Process:** ADRC customers are encouraged, but not required, to approach any ADRC staff member or the ADRC Director and attempt to reach a resolution of the concern or complaint through an informal discussion. This can be done verbally or in writing. The ADRC staff member or director will listen to the complaint and attempt to resolve it to the customer's satisfaction.

**Formal Complaint Process:** If a complaint cannot be resolved through the informal complaint process, or if the ADRC customer wishes to bypass the informal complaint process, a formal complaint can be filed utilizing the Complaint Form. ADRC staff are available to help a customer complete the Complaint Form. A formal complaint process can include a meeting with the ADRC Director and an investigation into the allegations presented in the complaint.

**Formal Complaint Process:** If an ADRC customer at any point in the complaint process wishes to bypass the informal or formal complaint processes, a formal complaint can be made to the Wisconsin Department of Health Services. ADRC staff can assist the ADRC customer, at his or her request with filing such a complaint.

Complaints related to services provided by an ADRC should be made directly to the Wisconsin Department of Health Services by writing, calling, or e-mailing:

Aging and Disability Resource Center Complaints  
Office for Resource Center Development  
Division of Long-Term Care  
Wisconsin Department of Health Services  
P.O. Box 7851  
Madison WI 53707-7851

ADRC of Door County  
Notice of Complaint & Appeal Process

Phone: 608.266.2536

Fax 608.267.3203

E-mail: [DHSRCTeam@wisconsin.gov](mailto:DHSRCTeam@wisconsin.gov) (*Please indicate "ADRC Complaint" in the subject line*)

A customer may directly appeal to the Office of Hearings and Appeals within 45 calendar days after receipt of notice of a decision/adverse action or failure to act regarding complaints about functional ineligibility for publicly-funded long term care programs, including a determination of a non-nursing home level of care.

**Requests for a Fair Hearing shall be filed in writing with the Division of Hearings and Appeals in the Department of Administration:**

Family Care Request for Fair Hearing  
c/o DOA Division of Hearings and Appeals

P.O. Box 7875

Madison WI 53707.7875

Phone: 608.266.3096

608.264.9853 (TTY)

Fax 608.264.9885

To access the State Fair Hearing Request Form on line:

<http://www.dhs.wisconsin.gov/forms/F0/f00236.doc>