



Formal Consumer Complaint

As a consumer, you have the right to file a complaint if not satisfied with services provided by Couleecap. Please complete this form to the best of your knowledge and keep a copy for your records.

**Mail or deliver this form to:
Couleecap, Inc.
201 Melby Street
Westby, WI 54667**

Complaint: (Please tell what happened and include any information available in support of your complaint, including the names of persons involved)

Action Sought: (What would you like to see happen?)

Consumer Information

Name (please print): _____

Address: _____

Phone Number: _____

Email Address: _____

Consumer Signature _____

Date: _____

Please see the back of this form for directions for consumers regarding the agency's Consumer Problem Resolution & Complaint Process.

Consumer Problem Resolution & Complaint Process – Consumer Directions

This procedure is applicable to all residents of Crawford, La Crosse, Monroe & Vernon Counties who are dissatisfied with agency services or eligibility decisions.

I. Informal Complaint Process

We encourage all consumers to follow the informal complaint process. However, at any time in the process a consumer can file a formal written complaint.

Informal Step 1 – Staff Level

Whenever possible within 21 days, problems should be resolved informally with the staff person responsible for the particular program activity. Staff person responsible for the particular program activity will make all reasonable efforts to resolve complaint. Complaint may be forwarded to other staff to assist with resolution of complaint.

Step 2 – Supervisor/Department Director Level

The Supervisor or Department Director will investigate complaint and within 21 calendar days of the Supervisor and Department Director becoming involved in the situation will notify the consumer of his/her decision in writing via certified mail .

The informal complaint process is complete at this point.

II. Formal Complaint Process

Formal Step 1 – Department Director Level

If the complaint is not resolved to the consumer's satisfaction the consumer may prepare Form 7.6/1 - Consumer Complaint. This form must be returned to the Department Director who administers the program in question within 21 calendar days of receipt of the letter from the Supervisor or Department Director. The Department Director will investigate complaint and within 21 calendar days of receiving Form 7.6/1 – Consumer Complaint the Department Director will notify the consumer of his/her decision in writing via certified mail.

Formal Step 2 – Executive Director Level

If the complaint is not resolved to the consumer's satisfaction the consumer may appeal to the Executive Director, in writing, within 21 calendar days of receiving the letter from the Department Director. The Executive Director will investigate complaint and within 21 calendar days of receiving written appeal from consumer the Executive Director will notify the consumer of his/her decision in writing via certified mail.

Formal Step 3 – Board of Directors' Executive Committee Level

If the complaint is not resolved to the consumer's satisfaction the consumer may send a letter via certified mail to the Board Chairperson requesting a review by the Executive Committee of the Board of Directors. This letter must be sent within 21 calendar days of receiving the letter from the Executive Director. A review will be held at the next regular Executive Committee meeting. The Board Chairperson will notify the consumer of the decision of the Executive Committee in writing via certified mail.