

Complaints & Grievances

Any customer, or person acting on a customer's behalf, may express or file a grievance regarding the ADRC. The ADRC will support customers in the grievance process and will refrain from any reprisal or threat of reprisal against any individual registering a grievance.

Procedure

You have 45 days from the date of the event to register your complaint. You may select whichever process you prefer. You may decide to use a different process at any time, or use both processes at the same time. All grievances regarding services will be taken seriously and prioritized for review.

Internal process:

Write, call, fax, or email:

ADRC of La Crosse County
C/o ADRC Director
300 4th St. N, La Crosse, WI 54601
Phone: 608-785-5700
Fax: 608-785-5790
Email: adrc@lacrossecounty.org

Within 10 business days, management will investigate and provide a written summary of their findings.

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During the investigation, management will meet with you and will attempt to find resolution. You will receive a copy of the manager's final report. The grievance is considered resolved if you agree with the facts, conclusions, and recommendations of the report. If you do not agree, the manager may continue to seek resolution or will inform you about the formal external review option.

External process:

You may share your grievance with the Office for Resource Center Development (ORCD) at the Wisconsin Department of Health Services (DHS). ORCD is the state office responsible for contractual oversight of ADRCs and Tribal ADRSs.

Write, call or email:

Aging & Disability Resource Center
Specialist Grievances
Office for Resource Center Development
Division of Public Health
Wisconsin Dept of Health Services
1 W. Wilson St.
PO Box 2659
Madison, WI 53701-2659

Phone: 608-266-2536
Fax: 608-267-3203

Email: dhsrcteam@dhs.wisconsin.gov
(Put "ADRC of La Crosse County Grievance" in the subject line.)

Or, you may share your grievance with an external advocacy agency, such as Disability Rights Wisconsin.

Phone: 800-928-8778
Fax: 833-635-1968
Email: info@drwi.org

Customer Rights, Responsibilities & Options to File Complaints



300 4th St. N
La Crosse, WI 54601

608-785-5700
adrc@lacrossecounty.org
www.lacrossecounty.org/adrc

Customer Responsibilities

- You have the responsibility to treat others with respect and dignity.
- You are responsible to not engage in illegal or dangerous activity that puts you or others at risk.
- You have the responsibility to provide accurate and timely information about yourself and your situation to assist in the eligibility determination process and development of next steps.
- You have the responsibility to provide information to the ADRC about any changes in your situation that may affect your eligibility for programs and services that the ADRC discussed or provides, directly or indirectly. This includes changes in your contact information as well as changes in your abilities and needs.
- You have the responsibility to be an active participant in options counseling by making decisions and selecting resources that best meet your needs.

Customer Rights

- You have the right to be treated with dignity and respect.
- You, or your legal decision maker, have the right to accept or refuse any information, referrals, or assistance from the ADRC if you are your own legal decision maker.
- You have the right to include friends, family, or others of your choosing in your interactions with the ADRC.
- You have the right to inspect your personal ADRC record and to request that it be amended.
- You have the right to reasonable accommodations when accessing assistance from the ADRC. Such accommodations can include interpreters, recorded material, and adaptive devices or technology.
- You have the right to not be discriminated against based on race, ethnicity, national origin, religion, sex, age, current or anticipated mental, physical, developmental, or intellectual disability, sexual orientation, genetic information, or source of payment.
- You have the right to receive accurate, unbiased information and assistance.
- You have the right to be informed about programs for which you may be eligible.
- You have the right to have a functional and financial eligibility screening for publicly funded long-term care services and the right to be told of the outcome of the functional and financial screening. You have the right to appeal the results of your functional or financial eligibility determination.
- You have the right to file a complaint regarding any ADRC service, including eligibility determinations for publicly funded long-term care programs.
- You and your authorized representative have the right to have your personal, medical, and financial information held confidential and private unless otherwise specified by law. Our confidentiality policy is available by request and is provided to anyone receiving assistance from the ADRC.