

CLIENT RIGHTS CONSUMER INFORMATION

Consumer – am I one?

Yes! IF you are receiving **services for mental illness, developmental disabilities or substance abuse**.

Rights – what are my rights?

You should have gotten a **rights pamphlet** when treatment started.
(The CRO website has a lot more information about your rights.)

Complaints – how do I file one?

Put it in **writing**!
(No form is necessary, but you may use the **complaint format**, attached.)

Where - do I send it?

To the service provider. Address it to the Client Rights staff.

When – do I need to send it?

File it **within 45 days** of the event. (If it is late, say why!)

What - will happen then?

You may be asked some questions by the Client Rights staff. You should get a written reply in 30 days.

What if – I don't hear back from them?

If you don't hear from the provider in **30 days**, contact them. Or you can contact the Client Rights Office (CRO).

If I'm not happy with outcome - How can I appeal?

The provider will tell you how to appeal if you do not like their response.

Can I – get CRO involved now?

CRO is like a "Court of Appeals" – third level in a four-stage process. CRO won't get involved until the grievance is appealed OR unless the provider does not reply to you on time.

COMPLAINT FORMAT

To: Client Rights Staff

At: (Service provider's name & address)

From: (Your name, address & phone)

This is a client rights grievance under **DHS 94**, Wisconsin Administrative Code.

I feel that my rights were violated by: (describe your complaint)

(continue on other pages if necessary)

I would like the following resolution: (describe the outcome you seek)

Signed,

(Your name)

Date:_____