

Deaf Disability Benefit Specialist Program Right to File a Complaint Office for the Deaf and Hard of Hearing

You have the right to file a complaint if you are not satisfied with the disability benefit specialist services you are provided. You can make a complaint verbally or in writing through phone call, email, letter, or any other form of communication. You can ask someone else to file a complaint for you (for example, a family member, friend, service provider, or agency representative).

You can choose how you share your complaint. You can share your complaint by contacting either:

- The Office for the Deaf and Hard of Hearing, or
- The Office for Resource Center Development

Contacting the Office for the Deaf and Hard of Hearing

Complaints can be made directly to the Office for the Deaf and Hard of Hearing by writing, calling, or emailing:

Christopher Rawlings, Director
Office for the Deaf and Hard of Hearing
Wisconsin Department of Health Services
201 E. Washington Ave.
Madison, WI 53703

Phone: 608-266-2536

Fax: 608-267-3203

Email: [Christopher Rawlings](mailto:christopherc.rawlings@dhs.wisconsin.gov) at christopherc.rawlings@dhs.wisconsin.gov

Contacting the Office for Resource Center Development

Complaints can be made directly to the Office for Resource Center Development by writing, calling, or emailing:

Disability Benefit Specialist Program Manager
Office for Resource Center Development
Wisconsin Department of Health Services
201 E. Washington Ave.
Madison, WI 53703

Phone: 608-266-2536

Fax: 608-267-3203

Email: [DHS Resource Center Team](mailto:dhsrcteam@dhs.wisconsin.gov) at dhsrcteam@dhs.wisconsin.gov
(Please indicate “Disability benefit specialist complaint” in the subject line)

The Office for the Deaf and Hard of Hearing will cooperate with any review of a complaint that is conducted by the Office for Resource Center Development.

