

## **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  
1 W. Wilson St., Rm 551  
PO Box 2659  
Madison, WI 53701-2659

Phone: 855-359-5252

Fax: 608-264-9899

Email: [Christopher Rawlings](mailto:christopherc.rawlings@dhs.wisconsin.gov) at [christopherc.rawlings@dhs.wisconsin.gov](mailto: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  
1 W. Wilson St., Rm 551  
PO Box 2659  
Madison WI 53701-2659

Phone: 608-266-2536

Fax: 608-267-3203

Email: [DHS Resource Center Team](mailto:dhsrcteam@dhs.wisconsin.gov) at [dhsrcteam@dhs.wisconsin.gov](mailto: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.

