

**Winnebago County Department of Human Services
Child Welfare Division
Complaint/Grievance Process**

- 1) Informal discussion: You are encouraged, where possible, to first discuss any problems about which you are concerned to the attention of the Human Service employee with whom you are working. Human Service staff will do their best to resolve issues and assist you with further actions if your concerns are not resolved.
- 2) Supervisory Assistance: If the issue is not resolved through discussion as outlined above, you are encouraged to discuss it with the supervisor in charge of the team in which your concern rests.
- 3) Agency Division Manager: If a complaint/grievance cannot be resolved through contact with your worker and his/her supervisor, then you are encouraged to bring your concerns to the attention of the Child Welfare Division Manager.

Annette Beattie, Child Welfare Division Manager
Winnebago County Human Services
220 Washington Ave, P.O. Box 2187
Oshkosh, WI 54903-2187
920-236-4605
abeattie@winnebagocountywi.gov

- 4) Agency Director or Deputy Director: If you are not satisfied with the decision made by Child Welfare Manager, you may appeal that decision to the Director of the Human Services Department or Deputy Director, within 10 days of receipt of the initial response letter. The Director or Deputy Director will review the prior report and decision, will conduct any additional necessary investigation, and will then issue a decision within 30 days of receipt of request for review.

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OR
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- 5) State: If you are not satisfied with the Director's decision, you may contact the Department of Children and Families Bureau of Regional Operations Regional Child Welfare Coordinator at: DCFBROCWComplaints@wisconsin.gov.

Additional Information:

- There are confidentiality requirements that limit what case information may be shared with individuals submitting a complaint.
- For both the informal and formal complaint process, you may request that a third party of your choice participate to help you in talking with agency staff. The agency will let you know if the third party can participate.
- If you have a disability or communication limitation, you can have someone assist you with your complaint.