



Notice of Aging & Disability Resource Center Customer Rights

Individuals who use the services of the Aging & Disability Resource Center of Eau Claire County have the right to services that are delivered fairly, according to all applicable rules and regulations, and with respect and dignity.

Each person has the following rights:

- The right to be treated with respect and dignity.
- The right to private and unrestricted communications.
- The right to have a relative, friend, or anyone else present at any or all meetings with Aging & Disability Resource Center staff.
- The right to be fully informed of all services and resources available in the community.
- The right to privacy and confidentiality in regard to all verbal and written communications.
- The right to a home visit, if requested.
- The right to be free from verbal and mental abuse.
- The right to present complaints and grievances to the staff or administration of the Aging & Disability Resource Center of Eau Claire County.

You may request a copy of the “Notice of Complaint and Grievance Process” and the “Complaint or Grievance Form” at the Aging & Disability Resource Center reception desk.

These materials can be made available in alternate formats as requested and are available on the Aging & Disability Resource Center web site:

<http://www.co.eau-claire.wi.us/adrc>



COMPLAINT OR GRIEVANCE FORM

Customer Name: _____

Address: _____

Phone: _____

Have you asked someone outside of the Aging & Disability Resource Center to help you with filing and resolving the complaint or grievance? ___ Yes ___ No

If yes, please indicate who will assist you:

Name: _____ Phone: _____

Address: _____

Phone: _____

Please describe your complaint or grievance: _____

Requested remedy (what are your ideas on how this issue can be resolved?):

Type of resolution requested:

- Informal internal appeal Formal external appeal
- Formal internal appeal State Fair Hearing
- Aging & Disability Resource Center Board meeting

Signed: _____ Date: _____
 Name of Customer

Submit this form to: Aging & Disability Resource Center
Eau Claire County Courthouse
721 Oxford Ave, Room #1550
Eau Claire, WI 54703