The Salvation Army of Dane County
Grievance and Appeal Process

The Salvation Army seeks to provide service in a conscientious and equitable manner, within a safe and respectful environment.

Under all circumstances, recipients must meet eligibility requirements in order to qualify for services. Expressions of a concern or complaint will not guarantee services, nor will it be sufficient to waive eligibility criteria. Though effort will be made to address concerns to the satisfaction of all involved, the program reserves the right to deny service in accordance with The Salvation Army guidelines, policies, and procedures.

On those occasions when a recipient of our services experiences a misunderstanding or problem, the following steps may be taken to resolve the situation.

- The complainant may first be referred back to their primary worker, or the worker who rendered the service or decision in question. The worker and recipient may discuss possible resolutions to the problem. Every effort should be made to resolve the issue as soon as possible.

- If the discussion does not resolve the situation to the satisfaction of the complainant, or if the problem is not appropriate for discussion with the primary worker, the complainant may submit a Grievance Report form to the next level(s) of administration (i.e. supervisor, Housing Coordinator or Services Coordinator). The situation will be investigated and the complainant will receive a response within 48 hours.

- If the issue is still unresolved, the complainant may submit an appeal, in writing, to the Dane County Social Services Director. A hearing will be set within three working days. At the hearing all concerns will be given individual attention by a review board (consisting of a minimum of 3 program team members). All involved parties shall be allowed to provide their view of the situation. A decision will be reached and a response will be given to the recipient within 24 hours.

- If the issue is still unresolved, the complainant may submit an appeal, in writing, to the Dane County Coordinator. Upon review, the Dane County Coordinator will make every effort to render a final determination within 24 hours. The complainant will be notified of the decision in writing.

- If the issue is still unresolved, the complainant may file a written complaint with the Divisional Social Services Director for Wisconsin and Upper Michigan.

  Divisional Social Services Director
  Wisconsin and Upper Michigan Division
  11315 West Watertown Plank Road
  Wauwatosa, WI 53226-0019

November 2014

Please note,

- If, at any time, the complainant does not attend a scheduled meeting with one of the above parties the complaint will be considered closed. Another written appeal request may be submitted and will be acted upon in the manner described above.

- If the complainant wishes to withdraw a complaint or would rather that no action be taken, that wish must be formalized in writing by the complainant.

- Grievance Report forms may be submitted in person, by phone, or in writing by the recipient to appropriate Social Services staff.

- The services in dispute may be suspended during the appeal process. At the discretion of the Dane County Coordinator the services in dispute may be reinstated during the appeal process.

After exhausting The Salvation Army's review process to unsatisfactory terms, the complainant may request hearing from the Dane County Contract Manager, Casey Becker, for all denials lasting five or more days.

- The complainant must submit a request to: https://dcdhs.com/complaints -> You may elect to submit a paper complaint form or select the "use our online Complaint Form" under the How to File A Formal Complaint section.

- The complainant has the right to be represented at the grievance hearing by an attorney or other personal representative.

- The complainant has the right to present evidence and to call and examine and cross-examine shelter witnesses during the grievance hearing.

- The grievance decision shall be based upon substantial evidence presented at the hearing.

- The proceedings of the hearing shall be recorded electronically if requested by either party.

- The decision shall be in writing and sent to the contact information provided by the complainant and made available for pick up at the shelter's office within 72 hours of the hearing.

(Dane County Code of Ordinances, Sub. 1 to 2014 OA-047, as amended)